

John J. Brown

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OBJECTIVE

To secure a position in which I can apply my customer service experience and further develop my customer service skills.

EDUCATION

Augusta State University
Bachelor of Arts in Communications, Public Relations Track
HOPE Scholarship Recipient

Augusta, Georgia
May 2010

EXPERIENCE

Crazy Tim's Funsville, Evans, Georgia
Assistant Manager August 2006 - Present

- Assist manager with scheduling and supervising 20 member team
- Prepare clubhouse for special events and supervised all weekend events
- Sell over 2000 tickets per day to families, and community groups
- Increased sales by 20% during the winter season

Dillard's, Augusta, Georgia
Sales Team Leader January 2006 – April 2006

- Supervised men's clothing department
- Assisted store manager in scheduling sales staff
- Developed monthly budgets for departmental staff

U-Haul, Augusta, Georgia
Customer Service Representative August 2005 – December 2005

- Assisted customer in coordinating rental truck pick and deliveries
- Processed rental transactions and daily deposits
- Answered multi-line telephone

ACTIVITIES

- English Club, Member Academic Year 2006
- Bell Ringer, Contributing Writer Academic Year 2006

SKILLS

- Skilled in Microsoft Word, Excel, PowerPoint
- Conversational Spanish speaking ability