
Susan Smith

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Qualifications Summary

- Well developed communication and interpersonal skills, used to provide positive customer service experiences
- Extensive time management abilities to successfully meet tight deadlines and competing priorities
- Organized, punctual, and detail-oriented, with strong commitment to job responsibilities
- Flexible and adaptable to changing demands, combined with the ability to easily learn new things

Education

Bachelor of Arts- Honours Specialization in Psychology 2010- Present

Brescia University College, Western University, London, Ontario

- Expected Graduation: 2014
- Courses of Study: Psychology of Creativity, Evolution and Human Behaviour, Human Learning, Behavior Modification, and Adult Psychopathology
- Leadership Development Program- Level I (A Journey in Self Discovery): 2011

Relevant Skills and Experience

Administration and Planning Skills

- Followed proper protocols to report any illness or injury, ensuring the health, safety and wellbeing of campers is top priority
- Actively researched bi-weekly topics to create detailed, organized and thorough arguments based on accurate information and various perspectives
- Responsible for setting up debate teams, regular meetings, and events for the upcoming school year, allowing all club members to have a chance to work with one another

Communication and Interpersonal Skills

- Ensured professionalism of debate, by maintaining polite and confident communication with team members and competitors
- Welcomed and assisted customers throughout their shopping visit, including processing payments and answering inquiries quickly and efficiently, providing a pleasant shopping experience
- Attended to and played with children under 6 years, role modeling appropriate and nurturing behaviour

Leadership Skills

- Promoted to Team Leader after 6 months, for strong customer service and leadership skills
- Supervised a group of 10 children through various activities, promoting a positive atmosphere through active communication, supportive language, and interpersonal skills

Employment and Volunteer Experience

Vice President- Events 2011- Present

Western Debate Club, Western University, London, Ontario

Customer Service Representative/Team Leader 2011- Present

Joan's Boutique, London, Ontario

Day Camp Leader 2009, 2010

SummerStart Children's Camp, London, Ontario

Volunteer 2009

Children's Hope, London, Ontario