



Susan Smith

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Qualification Summary:

- Well-developed communication and interpersonal skills, used to provide positive customer service experience
- Extensive time management abilities to successfully meet tight deadlines and competing priorities
- Organized, punctual and detail-oriented with strong commitment to job responsibilities

Education:

Bachelor of Arts- Honours Specialization in Psychology 2010 - Present

Brescia University College, Western University, London, Ontario

- Expected Graduation: June 2014
- Courses of Study: Psychology of Creativity, Evolution and Human Behaviour Modification and Adult Psychology
- Leadership Development Program – Level 1 (A Journey in Self Discovery): 2011

Organization and Planning Experience:

Vice President Events 2011 – Present

Western Debate Club, Western University, London, Ontario

- Actively researched bi-weekly topics to create detailed, organized and thorough arguments based on accurate information and various perspectives
- Ensured professionalism of debate, by maintaining polite and confident communication with team members and competitors
- 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

Day Camp Leader 2009, 2010

Summer Start Children's Camp, London, Ontario

- Supervised a group of 10 children through various activities, promoting a positive atmosphere through active communication, supportive language and interpersonal skills
- Followed proper protocols to report any illness or injury, ensuring the health, safety and wellbeing of campers is top priority

Communication & Customer Service Experience:

Customer Service Representative/Team Leader 2011 – Present

Joan's Boutique, London, Ontario

- Welcomed and assisted customers throughout their shopping experience, processing payments and answering inquiries quickly and efficiently
- Promoted to Team Leader after 6 months, for strong customer service and leadership skills

Volunteer 2009

Children's Hope, London, Ontario

- Attended to and played with children under 6 years, role modeling appropriate and nurturing behaviour