# Ella Pink

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## PROFESSIONAL SUMMARY

* 2nd year Bachelor of Arts majoring in English, minor in Psychology.
* Comprehensive knowledge of customer relations developed through 3 years of high-caliber service in the food and beverage industry.
* Excellent time management skills; maintaining a full course load with a cumulative 3.95 GPA while working a part-time job and volunteering
* Proficient in all MS Office Programs (Outlook, PowerPoint, Word, Excel)

## EDUCATION

### Bachelor of Arts 20xx – Present

*Anytown University Anytown, BC*

* English Major, Psychology Minor
* Dean’s list 20xx
* Relevant Courses Include:
  + Statistics
  + Human Resource Management

## WORK HISTORY

### Barista June 20xx – Present

*Central Perk, Anytown, BC*

* Worked with a team of 20 colleagues at a fast-paced location, on average serving over 400 customers per day, recognized by supervisors for a calm, flexible, and friendly manner during peak times.
* Prioritized clear communication and took initiative, supporting guests with a detailed overview of products and recommendations.
* Demonstrated adaptability by ensuring product knowledge is always up to date.
* Mentored new staff members with patience, positivity, and professionalism.

## CONFERENCES AND PRESENTATIONS

### What to do with an arts Degree? *Anytown, BC* Sept 20xx

* BA Student Ambassador
* Organized and presented on career choices for first year BA students

## VOLUNTEER EXPERIENCE

### Anytown Shelter Thrift Store 20xx – Current

*Anytown, BC*

* Volunteer twice per week assisting clients with community recourses
* Assist with social media posts and events

## AWARDS AND ACHEIVMENTS

* Anytown University Deans List, 20xx
* Anytown University Entrance Scholarship, 20xx

## **Employment and Academic Reference Available Upon Request**