# Ella Pink

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## PROFESSIONAL SUMMARY

* 4th year Bachelor of Arts majoring in English, minor in Psychology with an intention to pursue a career in the not-for-profit sector.
* Comprehensive knowledge of customer relations developed through 5 years of high-caliber service in the food and beverage industry.
* Strong team player with proficient interpersonal communication fostered by 3 years of experience as a community volunteer in event planning.
* 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, Co-op
* Dean’s list 3 years in a row
* Relevant Courses Include:
  + Editing and Publishing
  + Statistics
  + Human Resource Management
* Research paper on sleep patterns of first year Bachelor of Arts students during an exam period

## 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.

### Research Assistant Jan 20xx – Aug 20xx

Anytown University, Anytown, BC

* Researched sleep patterns of first year BA undergraduate students, developing research methodology and survey instrument.
* Designed documentation to problem solves concerns with supervisor’s ongoing research.
* Demonstrated critical thinking by analyzing early data for the research team.
* Collaborated and wrote up findings with faculty research supervisor.

## CONFERENCES AND PRESENTATIONS

### Psychology Conference, Anytown, BC May 20xx

* Presented a poster on sleep deprivation during student exams.

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

* BA Student Ambassador
* Organized and presented 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 event management.

## AWARDS AND ACHEIVMENTS

* Coop Student of the Year Award, 20xx

Award granted for outstanding attributes as an Anytown University Coop Student

* Anytown University Dean’s List, 20xx, 20xx, 20xx
* Anytown University Entrance Scholarship, 20xx

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