

# Samantha Houston

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## MANAGEMENT AND LEADERSHIP MAJOR HUMAN RESOURCES MINOR

*Versatile Business Skills* ✎ *Proven Leadership Abilities* ✎ *Customer-Focused* ✎ *Sales-Oriented*

- ◆ Recent graduate of Western New England University, where studies have encompassed a range of business-related and Human Resources disciplines.
- ◆ Solid foundation in leading teams, inclusive of recruiting, conflict management, motivation, and interviewing.
- ◆ Driven achiever with customer service, communication and organizational strengths and a history of strong contributions in both paid and volunteer positions.

### EDUCATION

Western New England University — Springfield, MA

#### Bachelor of Science in Business Administration

Major in Management and Leadership ◆ Minor in Human Resources

#### Leadership Activities:

- ◆ **LaRiverie Hall Treasurer**, Residence Hall Association
- ◆ **Team Leader**, Weekly situational course projects (includes positive hires, negative hires, conflict resolution, interviewing, role playing)
- ◆ **Cheer Club**, Western New England University

#### Course Highlights:

Accounting I & II  
Economics I & II  
Finance  
Marketing  
Conflict Management

HR Management  
Business Law  
Business Statistics  
Research Methods  
SAP Certification

Management Information Systems  
Compensation & Benefits  
Business Operations  
Organizational Behavior  
Diversity

### WORK EXPERIENCE

**Innosure Insurance** — Enfield, CT

**Office Assistant** (*Internship simultaneous with college studies*)

2019 to Present

Work in family-owned start-up commercial and residential insurance company. Perform business and administrative tasks, respond to customer inquiries, schedule jobs and assist with sales calls.

**Dicks Sporting Goods** – Milford, CT

**Customer Service Supervisor/Cashier**

2016 to Present

Train employees on cash register system, processing of money in cash room, and proper customer service.

**Self Employed**

**Child Care Provider**

2015 to 2016

Afterschool care for two children under the age of 10 during summer.

#### Key Results:

- ◆ Demonstrated business, sales and financial acumen in efficiently handling multifaceted assignments.
  - ◆ Performed in the top 5 in sales competitions in CT district.
  - ◆ Perfect attendance.
- ◆ Delivered friendly, courteous customer service in all phone and face-to-face client interactions.

### VOLUNTEERISM

- ◆ Wounded Warriors Foundation
- ◆ Sickle Cell Walk