

FAITH PRESTON

INTERNSHIP

CONTACT

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EDUCATION

MIAMI UNIVERSITY

GPA:3.3

Oxford, OH

Commerce Small Business
Management Candidate (Expected
graduation May 2022)

Relevant Coursework

Introduction to Marketing
Introduction to Management
Introduction to Global Business
Computer-Based Business
Analysis
Personal Organizational Skills

Awards & Honors

Dean's List
Academic All-Conference

Extracurricular Activities

Miami University Hamilton
Harriers Volleyball Team Member
Coached "11 Lizards" volleyball
team at Borderline Junior VBC

ADDITIONAL SKILLS

Microsoft Word
Microsoft Excel
Microsoft Powerpoint
Typing - 60 wpm
Public Speaking

CAREER OBJECTIVE

Focused Small Business Management major (3.3 GPA) currently attending Miami University, with 1.5+ years of work experience. Aiming to leverage a proven knowledge of customer satisfaction, conflict resolution, and management skills to successfully fill the Internship role at your company. Frequently praised as diligent by my peers, I can be relied upon to help your company achieve its goals.

PROFESSIONAL EXPERIENCE

Head Coach

Borderline Junior VBC, Oxford, OH / Dec 2019 – Mar 2020

- Provide training direction, encouragement, motivation, and nutritional advice to prepare athletes for games, competitive events, or tours.
- Plan, organize, and conduct practice sessions.
- Explain and enforce safety rules and regulations.
- Plan and direct physical conditioning programs that will enable athletes to achieve maximum performance.
- Instruct individuals or groups in sports rules, game strategies, and performance principles, such as specific ways of moving the body, hands, or feet, to achieve desired results.
- Adjust coaching techniques, based on the strengths and weaknesses of athletes.
- Keep abreast of changing rules, techniques, technologies, and philosophies relevant to their sport.
- Analyze the strengths and weaknesses of opposing teams to develop game strategies.
- Contact the parents of players to provide information and answer questions.
- Coordinate travel arrangements and travel with team to away contests.
- Arrange and conduct sports-related activities, such as training camps, skill-improvement courses, clinics, and pre-season try-outs.
- Counsel student athletes on academic, athletic, and personal issues.
- Select, acquire, store, and issue equipment and other materials as necessary.
- Serve as organizer, leader, instructor, or referee for outdoor and indoor games, such as volleyball, football, and soccer.

Cashier/Host

LaRosa's, Milford, OH / Feb 2019 – Jul 2019

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.

- Issue receipts, refunds, credits, or change due to customers.
- Assist customers by providing information and resolving their complaints.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Greet customers entering establishments.
- Process merchandise returns and exchanges.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Offer customers carry-out service at the completion of transactions.
- Keep periodic balance sheets of amounts and numbers of transactions.

Customer Service Representative

Gerber Collision & Glass, Blue Ash, OH / Jun 2018 – Aug 2018

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.

Customer Service Representative

Gerber Collision & Glass, Blue Ash, OH / Jun 2017 – Aug 2017

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.

Cashier

TJ Maxx, Kenwood, OH / Jun 2016 – Sep 2016

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Assist customers by providing information and resolving their complaints.
- Greet customers entering establishments.
- Answer customers' questions, and provide information on procedures or policies.
- Process merchandise returns and exchanges.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.

- Request information or assistance using paging systems.
- Sell tickets and other items to customers.