

## **Nesiah Bertram**

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Allentown, PA

### **SUMMARY**

Driven Business Administration major at York College of Pennsylvania, poised to leverage academic excellence and leadership experience in sports to excel in high-stakes business environments. Committed to applying strategic insights and a team-oriented approach to achieve corporate objectives.

### **EDUCATION**

**York College of Pennsylvania, York, PA**  
Bachelor of Science in Business Administration  
Minors in Finance and Management

Graduation: 05/2025

- Presidential Scholarship Recipient
- Cumulative GPA: 4.0
- Alpha Chi National Honor Society
- Extracurricular Activities: Women's Lacrosse, Morgan's Message Member

### **RELATED EXPERIENCE**

#### **Human Resource Consulting Project**

02/2024 to 04/2024

- Collaborated with group members to find solutions for human resource challenges faced by a local firm
- Surveyed employees about the compensation packages and their understanding of the benefits offered
- Researched communication methods that have proven to be successful for other companies and compiled various proposals into a visual presentation
- Engineered and delivered strategic HR solutions, enhancing organizational communication and employee satisfaction

#### **YCP Gives**

02/2024

- Influenced current students and faculty to donate to the college by establishing the value of donations through personal interactions

### **WORK EXPERIENCE**

#### **Sherwin-Williams, Fogelsville, PA**

06/2024 to 08/2024

Sales and Management Intern

- Spearheaded the optimization of a contract phone application, improving usability and enhancing customer engagement
- Operated a new point-of-sale system and successfully completed various types of customer transactions
- Attended to customers' project needs by actively listening and providing specific product suggestions
- Provided quality customer service by promptly answering phone calls and relaying messages to appropriate individuals
- Assisted in keeping a well-supplied storefront by memorizing product locations, product popularity, and routinely restocking items

#### **Texas Roadhouse, Trexlertown, PA**

07/2020 to 12/2023

Server

- Served food and beverages promptly with focused attention to customer needs
- Worked with a POS system to place orders, manage bills, and handle items
- Learned and followed local alcohol laws to keep restaurant compliant with state regulations
- Increased sales by upselling higher-end products to customers
- Utilized various forms of communication with kitchen staff to deliver service in a timely manner
- Maintained clean dining areas to uphold restaurant hygiene standards
- Resolved customer complaints promptly to maintain a positive reputation