

BRENDAN COX

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EDUCATION

UNIVERSITY AT BUFFALO, THE STATE UNIVERSITY OF NEW YORK

Bachelor of Science, Accounting, June 2027

GPA: 3.131/4

EXPERIENCE

Majestic Pools & Spas, Lancaster, NY

Retail/ Customer Service Employee, May 2024 - September 2024

- Understand products and how they are used to assist customers
- Demonstrate customer service skills when assisting over 70 customers in the store and on the phone in a day
- Critical thinking to speedily meet the customer's needs with their problem
- Inventory management as items are sold at a fast pace
- Strong communication skills to talk to customers on the phone

West Herr Chevrolet, Williamsville, NY

Lot Manager, February 2023 - October 2023

- Responsibility for all keys in the lot and individual decisions made for the company
- Exceptional customer service to help seat valued customers into the ride they are looking for
- Held meetings with sales managers to update them on the lot's status and vehicle inventory
- Surpassed expectations in taking on bigger roles and more responsibilities in helping in Sales

Lancaster Country Club, Lancaster, NY

Busser, May 2022 - December 2022

- Assisted servers in maintaining a smooth workflow by clearing and resetting tables quickly and efficiently.
- Ensured the dining area was clean, organized, and well-stocked throughout service.
- Collaborated with the kitchen and waitstaff to provide excellent customer service, ensuring timely delivery of food and beverages
- Responded promptly to guests' needs and requests, maintaining a high standard of hospitality
- Assisted with setup and breakdown of events, including banquets and private parties
- Developed strong multitasking and communication skills in a high-pressure environment

TECHNICAL SKILLS

Microsoft Word, Excel, PowerPoint, Dropbox, and Photo Editing

ACTIVITIES

Class Treasurer (St. Mary's High School), Lancaster, NY

Treasurer, September 2019 - June 2020

- Collaborated with other student leaders to allocate funds for events, activities, and initiatives, ensuring responsible spending.
- Prepared and presented financial reports to the student body and faculty, improving transparency and financial literacy.
- Collected and processed payments for school events, fundraisers, and activities, while maintaining organized financial records.
- Developed and implemented a fundraising strategy to support school events and projects.