

First Last

100 First Street , Texas , Texas
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Summary

Sel-motivated current Psychology student seeking a position to gain experience in field and use skills learned through years of schooling. Expeirenced in crisis counseling and leadership roles.

Education

University

12/2020

Psychology · Texas, Texas

Skills

- Microsoft office
- Excel
- Scheduling
- Counseling
- Crisis Intervention

Experience

Wet Seal

03/2014 - 01/2015

Assistant Store Manager · Texas, Texas

- Recruit, interview, and hire all sales personnel
- Create schedule and consider all time-off requests
- Assign employees to specific duties to best suit needs of the store
- Count cash drawers and make daily bank deposits
- Supervise a team of 10 employees
- Train new employees

Macy's

08/2014 - 02/2018

Sales Supervisor · Texas , Texas

- Develop and sustain relationships with existing customer base building rapport as a personable and trusted representative.
- Followed up with sales leads, conducting five weekly in-person meetings with prospective clients.
- Set up new merchandise every month using creative floor sets to showcase new pieces.
- Established sales, credit and client goals for the week and month.

Sitel

01/2019 - 04/2019

Team Leader • Texas, Texas

- Conducted weekly meetings with my team for coaching on performance.
- Listened to calls and provided feedback to my team in order to maintain statistics and customer satisfaction.
- Assisted with payroll for 20 employees and provided weekly corrections to timecards to ensure accuracy.
- Cross-train employees to overcome potential workflow issues
- Schedule 20 employees each week to maximize productivity

Crisis Text Line

04/2019 - Present

Crisis Counselor • Texas, Texas

- Built rapport with all texters to ensure proper steps were taken to address each individual.
- Empathized and assisted texters going through crisis.
- Provided coping mechanisms for those suffering with anxiety, depression, and suicidal thoughts.
- Used suicide risk assessment to provide immediate assistance to those in danger.

Languages

- English
- Spanish