

# Shaquille Freeman

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## Profile

Enthusiastic college graduate with excellent teamwork skills and ability to work to tight deadlines. Able to multitask, work effectively under pressure and communicate clearly with colleagues and customers. Strong knowledge of local geography and GPS and navigation apps.

## Key Skills

- Working to tight deadlines
- Excellent time management
- Warm and friendly customer service
- Resolving problems and queries
- Experience using GPS and navigation apps
- Knowledge of local routes and traffic laws
- Driving safely in adverse weather conditions
- Strong multitasking

## Education

### **Bachelor of Communication Studies**

*University of San Francisco, San Francisco, CA, September 2016-June 2020*

Related Coursework:

- Communication Between Cultures
- Argumentative Analysis and Advocacy
- Organization Communication
- Communication and Persuasion

## Professional Experience

### **Sales Associate, Footlocker, San Francisco, CA, April 2018-Present**

- Manage time independently to meet and exceed personal and team productivity targets
- Engage positively with customers to ensure an excellent in-store experience reflecting the brand image
- Maintain a thorough knowledge of products available and communicate this clearly to customers
- Solve customer problems and offer swift resolutions to ensure satisfaction and build brand loyalty

### **Server, Hard Rock International, San Francisco, CA, September 2016 - March 2018**

- Maintained a clean and presentable working environment and performed maintenance checks on equipment
- Organized time effectively to provide prompt service and make sure all customers' needs were met
- Delivered outstanding customer service and answered queries punctually and politely
- Accurately carried out cash transactions and other forms of payment using the point-of-sale system