

Miriam Cruz

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Organized and motivated Library Media graduate with extensive knowledge of curation, cataloging, and modern library technologies. Proven track record for providing warm, high-quality customer service and committed to ensuring accessibility for users with additional needs. Driven team player and adept at working efficiently and accurately.

Key Skills

- Knowledge of library service practices
- System development
- Able to work independently with sound judgment
- Material organization and cataloging
- Courteous and attentive customer service style
- Understanding of necessary service adaptations for users with special needs

Professional Experience

Bookseller

Books-A-Million, Concord, NH | July 2020 - Present

- Greet customers warmly and professionally and provide prompt assistance with queries and book orders
- Maintain organized shelves, ensuring that books are easy to locate, and perform routine cleaning and tidying tasks
- Perform cash transactions and refunds using the point-of-sale system and upsell sales initiatives and memberships when appropriate
- Assist with stocktaking and keep accurate inventory records, placing product orders to replenish stocks

Store Assistant

Barnes and Noble, Plymouth, NH | September 2018 - June 2020

- Maintained thorough knowledge of bestsellers and new releases and made customer recommendations
- Created appealing displays to promote deals and Books of the Month
- Followed loss prevention procedures in line with company policies to protect assets
- Answered email and telephone inquiries courteously and efficiently

Education

Bachelor of Arts in English Literature

University Of New Hampshire, Durham, Nh, September 2014 - June 2018

Master of Education in Library Media

Plymouth State University, Plymouth, Nh, September 2018 - June 2020

Coursework completed:

- Cataloging and Curation
- Practicum in Library Media
- Resource Selection and Instruction
- Technology and Innovation