

PENELOPE GERTZ

5555 Jersey Avenue South, Eagan, MN 55122
(555) 555-5555, gertz@csp.edu

EDUCATION

Bachelor of Science in Business

May 2019

Concordia University, St. Paul, MN

CUSTOMER SERVICE EXPERIENCE

Cashier, Brueggers Bagels, Woodbury, MN

March 2015-Present

- Provided customer service by welcoming guests, preparing food and performing cleaning duties at the end of each shift
- Performed daily closing tasks including: daily inventory documentation, ensuring correct profits were secure, processing daily paperwork and assisting in store closing
- Prepared majority of food items from baking bagels to creating sandwiches

SUMMER WORK EXPERIENCE

Summer Employee, Bid-2-Buy.com, St. Paul, MN

Summer 2012-2015

- Prepared for auctions by organizing the website and tagging pictures
- Assisted with setup by organizing warehouses full of supplies, ensuring products were tidy and in place
- Obtained supply for auction winners and loaded purchased products into customer vehicles to ensure proper delivery of products

Summer Employee, Kurt Bostrom Apartments, Eagan, MN

Summer 2012

- Provided general upkeep of apartment complexes including lawn care and landscaping, cleaning of buildings, and moving appliances
- Communicated with supervisor any tenant complaints or items in need of repair in order to ensure tenant satisfaction and timely response of their needs

EXTRACURRICULAR ACTIVITIES

Big Brother, Big Brothers/Big Sisters Program, St. Paul, MN

Spring 2015

5th Grade Volunteer Math Tutor, Glacier Hills Elementary, Eagan, MN

2012-2014

Performer, Musical Concert, Eagan High School, Eagan, MN

2012-2015

Captain, Basketball Team, Eagan High School, Eagan, MN

2014-2015