

Shawanda Wilson

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OBJECTIVE

To secure a position in management in order to apply valuable knowledge and skills, while continuing my professional development and pursuing advancement opportunities.

EDUCATION

Bachelor of Arts, Management, Entrepreneurship and Small Business Management Concentration

Southeastern Louisiana University, Hammond, LA. Graduation Date: May 2006 GPA: 3.8

Special Projects:

Management accounting simulation which provided an integrative approach to cost analysis and profit planning. Class team took a fictitious company and budgeted sales, labor, marketing, and materials for three months.

Associate of Business Studies, Management, Concentration in Human Resources

Delgado Community College, New Orleans, LA. Graduation Date: May 2003 GPA: 3.9

Special Projects:

Class team created Caribbean Café, a fictitious two story coffee shop located in Kenner, LA. Responsible for every aspect of company start-up including: establishing a budget, selecting a location, marketing and advertising services, performing a needs assessment and analysis of the area, securing a business license and a loan, ensuring proper zoning requirements, and obtaining insurance.

SKILLS SUMMARY

- Experience in managing various aspects of a business, including business operations and human resources.
- Thirteen years of customer service experience. Communicate effectively with supervisors and peers, as well as subordinates.
- Ability to effectively plan, organize, and implement responsibilities.
- Organize projects and people to get things done by focusing on getting results in the most efficient way possible.
- Computer literate in Microsoft Word, Excel, Access, and Power Point.

PROFESSIONAL EXPERIENCE

- **Bartender, Copeland's, Covington, LA, Nov 2003-Present; Server, Sept 2003-Nov 2003**
Responsibilities included providing quality customer service, managing and performing cash transactions, and maintaining the highest standards of customer service to insure each guest's satisfaction, as well as continued patronage.
- **Service Manager, Chevy's Fresh Mex, Kenner, LA, Nov 2002- July 2003; Bartender, Aug 2000-Nov 2002**
Responsibilities included investigating and resolving complaints regarding food quality, service, or accommodations. Organized food and beverage deliveries to ensure adequate quantities to meet demand, and performed supplies inventory management. Conducted employee hiring, training, and supervision, and carried out disciplinary action as needed. Involved in creating and marketing various techniques to facilitate increased sales.

HONORS

- National Dean's List, 2004-2005
- Baton Rouge Traffic and Transportation Club Scholarship, 2005
- Southeastern Louisiana University: President's List, 2004 and Dean's List, 2004
- Delgado Community College: Recipient of Seymour Weiss Memorial Scholarship
- Delgado Community College: Graduated with Presidential Honors