

Zenab Abdullah

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Objective:

To obtain a position as an Office Manager where I can implement my strong management skills in customer service, and office management.

Qualifications and Skill:

- Proficient in Microsoft Office Products; Word, Excel, and PowerPoint
- Analytical problem solver, organized, and self-starter
- Knowledgeable in office tasks: filing, answering phones, creating spreadsheets, processing/distributing mail, and greeting customers
- Works well as a team player and disciplined to work individually

Education:

Associate of Science Degree, Business Administration

May 2024

Quinsigamond Community College, Worcester, MA

- 3.5 GPA | Member of Phi Theta Kappa | Dean's List

Professional Experience:

Store Team Leader

Sept 2021– March 2024

Staples, Worcester, MA

- Promoted to floor manager to demonstrate excellent customer service: handling up to 100 customers a day
- Utilized strong merchandising skills to showcase product sales and deals
- Collaborated with other team leaders on inventory control for the whole store
- Handled vendor and warehouse delivery and ordered products for my department
- Participated in the Management Trainee training for new managers

Sales Associate

Jan 2019 - Sept 2021

Staples, Worcester, MA

- Aided customers through finding sizes, styles, and products with professional advice
- Arranged sale items for front of store display to attract customers
- Processed purchases and returns accurately

Front Desk Representative

Sept 2018 – Jan 2019

Swim Fish School, Marlborough, MA

- Greeted clients and their kids through online check-in system
- Answered telephone calls and returned voicemails for any inquiries about our programs
- Scheduled and coordinated client appointments for swimming lessons and events such as birthday parties