**Erica Norse**

Highland Heights, KY | 859-555-1212 | norsee1@nku.edu

**OBJECTIVE**

An entry-level position in sales utilizing leadership, communication, and interpersonal skills.

**EDUCATION**

Bachelor of Science, Northern Kentucky University, Highland Heights, KY, December 20XX

Major: Psychology Minor: Marketing Cumulative GPA: 3.2/4.0

Related Courses

Consumer Behavior Social Psychology Principles of Professional Selling

Principles of Marketing Consumer Insights Industrial/Organizational Psychology

**SALES EXPERIENCE**

Dillard’s, Crestview Hills, KY

Sales Associate, Juniors Department, Summers 20XX and 20XX

* Promoted from stock clerk after six weeks
* Assisted customers in selecting merchandise and making purchases
* Prepared daily sales summaries and monthly inventory reports
* Trained, scheduled, and supervised three stock clerks

Starbucks, Florence, KY

Barista, Spring 20XX

* Organized merchandise throughout shop and customer serving areas
* Communicated with and assisted customers with beverage and bean choices
* Prepared and served orders efficiently and accurately

**OTHER WORK EXPERIENCE**

University Housing, Northern Kentucky University, Highland Heights, KY

Resident Assistant, Fall 20XX-Present

* Develop and implement workshop series for residents
* Plan, budget, and promote social events for residents

Office of Student Financial Assistance, Northern Kentucky University, Highland Heights, KY

Student Assistant, School Years 20XX-XX

* Entered data into computer database and performed various clerical duties

**ACTIVITIES**

Marketing Club

Psychology Club/Psi Chi

Intramural Soccer and Softball

**SKILLS**

Excel and Access; proficient in German