Alex Massoud

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**EDUCATION:**

Lake Forest College – Lake Forest, IL Expected May 2014

Bachelor of Arts in Business, Minor in Music GPA: 3.61/4.00

**EXPERIENCE:**

**Treasurer**, Student Association – Lake Forest, IL December 2009 – Present

* Managed a $1,000 budget, entered accurate financial information for all transactions, conducted monthly audits and submitted complete records to the college at the end of every school year.
* Collaborated with other student organizations to fund guest speakers.

**Sales Intern**, American Outfitters – Waukegan, IL May 2009 – August 2009

* Created a new associate client approach to improve customer relations and sales.
* Organized and executed promotional events for groups of over 200 guests, ensuring all aspects reflected positively on my employer.
* Managed four professional staff schedules, ensuring the smooth operation of a fast-paced business.
* Worked both independently and on a team to meet objectives set by managers and clients.

**Store Clerk**, Guitar Center – Highland Park, IL December 2008 – Present

* Provided customers with key product information reflecting their specific needs and goals in selecting appropriate instruments and accessories. Consistently exceeded sales targets.
* Gained a detailed understanding of various guitar types, brands, and product advantages.
* Focused on upselling strategies and price negotiation as part of a store-wide sales team.
* Negotiated with customers and made quick decisions during high pressure sales situations.

**Waitress**, The Lantern – Lake Forest, IL May 2006 – August 2007

* Created a positive first impression for customers by greeting them appropriately and managing their expectations for table service resulting in a high degree of satisfaction.
* Waited tables and delivered a quality customer experience through timely communication and understanding the customer’s preference for service.
* Trained new wait staff on procedures, technique, and interacting successfully with patrons.

**HONORS:**

**Dean’s List Member**, Lake Forest College Fall 2009 – Present

Awarded to students who maintain a 3.6 GPA and exhibit the ability to handle a rigorous class schedule

**Presidential Scholarship**, Lake Forest College August 2008

Awarded to students exhibiting extraordinary academic potential and talent from across the United States

**Carnegie Writing Scholarship** August 2008 – Present

Awarded to incoming students who have displayed exceptional writing skills