Susan R. Foxworthy

920-555-5555 | susanrfoxworthy@zmail.com | www.linkedin.com/in/srfoxworthy | Appleton, WI

EDUCATION

Business Management Associate Degree Expected May 2025
Fox Valley Technical College | Appleton, WI

- GPA 3.76 | Dean's List: Fall 2023, Spring 2024
- Phi Theta Kappa Academic Honor Society
- Business Operations Technical Certification | December 2023

High School Diploma June 2023
Appleton West High School | Appleton, WI

PROFESSIONAL SKILLS

- MS Excel - Advanced
- MS Office 365, Google Workspace,
- HTML, JavaScript
- Public Speaking
- Professional Correspondence
- Customer Service
- QuickBooks
- Inventory & Loss Prevention
- Market Research
- Social Media Marketing
- Hootsuite, Google Analytics
- **Bilingual:** English-fluent, Spanish-fluent

WORK EXPERIENCE

Team Leader & Sales Associate | T.J. Maxx and HomeGoods | Appleton, WI September 2022 – Present

- Promoted to Team Leader in December 2022 based on strong performance in customer service, sales, and merchandising
- Lead 8-member HomeGoods merchandising and inventory team to ensure floor displays are organized, attractive, and effectively marketing home furnishing products
- Develop and implement text-based team communications system to enhance multi-shift collaboration resulting in improved performance in merchandising and inventory management
- Onboard and coach new associates on all aspects of merchandising and inventory management including handheld scanning technology, increasing retention by 23%

Barista | Copper Rock Coffee | Appleton, WI June 2020 – May 2022

- Provided friendly and efficient customer service in a fast-paced, full-service café
- Crafted custom hot and cold beverages and menu items using espresso machine, blenders, panini press, and oven
- Processed cash and credit transactions using point of sale system and Square processing software
- Cleaned and sanitized all food and beverage preparation areas, dining room, and bathrooms to exceed state standards
- Trained new team members on beverage and food preparation

Camp Counselor | Fox Cities YMCA - Camp Nan A Bo Sho | Lakewood, WI Summers 2021 and 2022

- Facilitated all camp activities for campers aged 8-14 attending week-long residential camp sessions
- Developed mentoring relationships with campers through activities including crafts, sports, adventure, and ecology
- Instilled values of acceptance, friendship, respect, honesty, and caring by modeling these qualities in all actions
- Responsible for camper safety in all activities and functions including medication needs and dietary restrictions

ACTIVITIES, HONORS & COMMUNITY INVOLVEMENT

- Collegiate DECA | Fox Valley Technical College | September 2023 – Present
  - Co-chair | Silent Auction Fundraiser | Fall 2023
- Black Student Union | Fox Valley Technical College | September 2023 – Present