

MICHAELA MAW

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EDUCATION

Bloomsburg University , Bloomsburg, Pennsylvania
Sociology and Criminal Justice Major, Expected Graduation Date , May 2021
Honors : Study Abroad Scholarship for Academic Excellence

WORK EXPERIENCE

Bloomsburg University

Student Worker in Diversity and Retention Office , February 2018 - Present

- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers
- Handle confidential documents and maintain that confidentiality
- Answer telephones, direct calls, and take messages
- Open, sort, and route incoming mail, answer correspondence, and prepare outgoing mail
- Complete work schedules, manage calendars, and arrange appointments
- Communicate with individuals to answer questions, disseminate or explain information, take orders, and address complaints

Bloomsburg University

Member of Faculty Research Consultant Team

- Use of Excel to format and collect Data
- Handle confidential documents and maintain that confidentiality
- Communicate with individuals to answer questions, disseminate or explain information

Sweet Charlies , Philadelphia , Pennsylvania

Crew Member , April 2017-August 2017

- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans
- Answer customers' questions, and provide information on procedures or policies
- Greet and assist customers entering establishments
- Issue receipts, refunds, credits, or change due to customers

ADDITIONAL SKILLS

- Communication Skills - I provided excellent customer service skills when greeting students and customers. I am helpful, as I provide information to those in need. I also am able to understand and empathize which allows me to help people as best as I can
- Time Management - I manage my time effectively, both as a student with my studies but also as a student worker. I scheduled appointments and handled the calendar of the Board of Director
- Technology - I am very familiar with Microsoft Word, Excel Spreadsheets, Powerpoint and also the Mac applications such as Keynote and Pages
- Multitasking - While in the office, I am responsible for several tasks such as scheduling, filing, entering data, sending emails, and I juggle all of these tasks effectively and calmly