

Merlin Philip
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Qualifications:

- Direct experience providing consumers with quality service in fast-paced environments
- Displayed ability to effectively utilize communication and listening skills
- Excellent ability organizing and managing time
- Bilingual: English and Malayalam

Education:

The Pennsylvania State University, Abington, PA

Anticipated May 2020

Major: Rehabilitation and Human Services

- **GPA:** 3.62
- **Relevant Coursework:** Community Mental Health Practices and Services, Medical Aspects of Disability, Children and Families in Rehabilitation Settings and Human Services, Public Speaking

Work Experience:

Dunkin Donuts - Crew Member

October 2017 - Present

- Resolve guest concerns appropriately, and swiftly while focusing on customer retention.
- Consistently achieve robust sales growth and customer satisfaction rating while meeting store goals.
- Maintained a clean environment while providing friendly service to customer which helped retain regular customers.

The Pennsylvania State University - Library Assistant

August 2016 - Present

- Effectively tends to the needs and questions of faculty and students.
- Demonstrated ability to effectively use Penn State Databases and SirsiDynix Symphony WorkFlows computer program to find reading and video materials.
- Successfully shelves material in correct spot and manner, maintains organized work environment.

Volunteer Experience:

- Jeanes Hospital:
 - Briskly escorted visitors to the rooms of patients throughout hospital floors.
 - Worked at front help desk performing essential duties such as answering phone calls, and using computer programs to assist and track patients and visitors.
- St.Thomas Orthodox Church:
 - Organized class activities for sunday school children to participate in and helped keep clean environment.
- Northeast PAWS Adoption Center:
 - Cleaning the cages of cats, and retaining information on procedure of feeding cats.

Extracurricular:

- **The Pennsylvania State University Junoon -Public Relations-** Abington, PA August 2017

- Worked collaboratively with team members to choreograph dances for school talent shows and preserves accurate records of organization's proceedings. Help organize fundraisers for school talent show.