

Brianna Sheppard

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Professional Profile:

Psychology major (3.89 GPA) with 4+ years of customer service experience. Possess a Bachelor of Science, looking to leverage my knowledge and experience into a role in Human Resources

Work Experience:

Bank Teller // ABNB Federal Credit Union

October 2018 - present

- Receive checks and cash for deposit and verify amounts
- Enter customers' transactions and issue computer-generated receipts
- Balance currency, coin, and checks
- Examine checks for endorsements, dates, bank names, identification, and validity
- Carry out special services for customers, such as ordering bank cards or preparing certified checks
- Cross-sell credit union services, tailored for the customers

Manager // Justice

November 2017 - October 2018

- Greet and assist customers, respond to customer inquiries and complaints
- Instruct staff on how/when to complete various jobs
- Examine merchandise to ensure it is correctly priced and displayed as advertised
- Perform opening and closing procedures
- Balance the cash drawers
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods

Sales Associate // Justice

October 2015 - November 2017 (promotion)

- Greet customers and ascertain their needs
- Process new inventory correctly and efficiently
- Assist customers in the dressing rooms
- Recover the store
- Process transactions with coupons, cash, checks, or returns/exchanges

Education:

Bachelor of Science - Old Dominion University

- Major: Psychology - Minor: Business Administration
 - Industrial/Organizational Psychology
 - Human Resources Management
 - Performance Management

Honors/Awards

- Summa cum laude
- ODU Honors College
- ODU LeADERS (<https://sites.wp.odu.edu/brianna-sheppard-leaders/>)
- Dean's List (8 semesters)
- Dean's Perfect Scholar (4 semesters)