

# LUCY RAMOS

555-555-5555 • youremail@berkeley.edu • www.linkedin/in/lramos\*

## EDUCATION

### University of California - Berkeley

Bachelor of Arts, History

GPA: 3.8

May 2020

### City College of San Francisco (CCSF)

Associate of Science, Business Administration

May 2018

## EXPERIENCE

### The Fairmont, San Francisco, CA

*Talent & Culture Intern*

May 2019 - Present

- Conduct research on best practices for staff engagement events and developed a report with findings
- Analyze survey results from over 50 staff surveys and identified ideas for community engagement events for staff
- Provide support in coordinating logistics for 15 staff events
- Schedule first round interviews for candidates to meet with recruiters for hotel staff positions

### Starbucks, San Francisco, CA

*Shift Supervisor*

May 2017 - Present

- Train new hires and provided positive feedback and coaching during training periods through regular check-in meetings
- Contribute to positive team environment by developing ideas to recognize staff and increase staff morale
- Execute store operations and organized opening and closing duties during shifts
- Analyze customer needs to provide attentive services in a high-volume retail environment

## LEADERSHIP EXPERIENCE

### UC Berkeley Career Center, Berkeley, CA

*Peer Advisor*

August 2018 - Present

- Serve as the first point of contact for all visitors who enter the Career Center, providing assistance to current students and alumni by answering questions and directing to appropriate resources
- Advise students in a one-on-one setting in a variety of career-related topics including job search, resume critique, and Handshake questions
- Collaborate with fellow Peer Advisors to prepare and deliver career-related presentations to student organizations

### CCSF Crosscultural People Union, San Francisco, CA

*Vice President*

August 2017 - May 2018

- Developed a recruitment strategy to attract new members to engage in community service projects using tabling, class presentations, and social media campaigns
- Collaborated with student and community organizations to develop community service projects around San Francisco in which CCSF students can participate

## SKILLS

- **Technical Skills:** Proficient in Word, Excel, PowerPoint and Outlook, Google Suite
- **Language Skills:** Fluent in Spanish
- **Leadership Skills:** Experience in training and coaching diverse individuals
- **Communication Skills:** Ability to effectively communicate and build relationships with multiple stakeholders

## INTERESTS

- Berkeley Baking Club, East Bay Hiking Group