




# SYDNEY SAMS


F A S H I O N M E R C H A N D I S I N G  
S T U D E N T


## PROFESSIONAL PROFILE

Ambitious Fashion and Business Student that brings superior critical thinking skills and business acumen to streamline and support operations. Decisive problem-solver with resourceful approach to challenges. Passionate and punctual individual focused on teamwork and quality paired with outstanding communication and presentation abilities. Considered hardworking, ethical and detail-oriented.

## CONTACT

 936-444-7434

 sls173@shsu.edu

 Huntsville, Texas

 [linkedin.com/in/sydney-sams-bb5a5b1b8](https://www.linkedin.com/in/sydney-sams-bb5a5b1b8)

## EDUCATION

### Bachelors of Science in Fashion Merchandising

Sam Houston State University (2020 -

- Minor : General Business

## EXPERIENCE

### City of Conroe- Aquatic Center

Customer Service Representative III (May 2018- Current)

- Handled customer inquiries, payments and service requests.
- Supervised staff in a fast paced environment
- Followed up with customers to offer additional support and check resolution satisfaction.
- Managed customer calls efficiently in fast-paced call center environment.
- Built trusting relationship with customers to better understand needs.
- Collaborated across departments to resolve customer-related issues.
- Handled the departments cash and dealt with daily deposits and tills for registers.

### New Waverly ISD

Substitute Teacher (Jan 2021 - Current)

- Upheld class discipline to keep students safe and on task.
- Presented absent teacher's planned lessons using course materials.
- Instructed students in assigned classes and subjects within block schedule framework.
- Supervised students during quizzes and exams to prevent cheating.
- Complied with and enforced state and federal laws and campus policies.
- Modeled collaboration, communication and problem solving to help students overcome challenges.

### Fresh Prints Apparel Company

Campus Manager ( Mar 2021- Sept 2021)

- Delivered products of consistent quality to customers by working directly with vendors on delivery and production issues.
- Oversaw apparel operations with focus on exceeding profit and performance goals.
- Brought in new customers with unique customer appreciation events and special sales.
- Maintained financial and administrative controls, accurately tracking funds and keeping records current.

## COURSEWORK

- Financial and Managerial Accounting
- Fashion Promotion
- Fashion Forecasting
- Fashion Merchandising Technology
- Principles of Management
- Entrepreneurship

## EXTRACURRICULAR ACTIVITIES

- Member of Zeta Tau Alpha Fraternity
- Mentor to middle school at-risk teenage girls
- Doing various community service projects in my college town

## SKILLS

- Team Leadership
- Problem Resolution
- Employee Training
- Reliability
- Tech-Savvy
- Analytical Thinking
- Accessorizing