

Marcus Hamilton Smith

| Farmington, NY | 585-553-6896 | msmith280@fingerlakes.edu | www.linkedin.com/in/marcussmith280 |

Experience

Shift Leader | Mayflowers Nursery & Garden Center, LLC. - Canandaigua, NY **2018 - Present**

- Trained laborers to provide courteous assistance to customers, be meticulous in the routine upkeep of merchandise and cooperate productively with coworkers.
- Developed effective sales techniques and customer service skills that have helped forge long-term business relationships for my employer.
- Directed and completed multiple landscape installations in an efficient, organized, and professional manner.

Café Host & Cashier | Wegmans Food Markets, Inc. - Canandaigua, NY **2022 - Present**

- Demonstrated consistent patience, composure, and focus under stressful situations.
 - Implemented diverse skill sets to adapt to the specific needs of each individual customer.
 - Established an effective balance between maintaining communication with customers, while simultaneously completing tasks in a skillful and timely manner.
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Education

Associates of Business Administration | Finger Lakes Community College - Canandaigua, NY **Anticipated May 2023**

- **GPA: 3.83/4.0**
- **Relevant Coursework:** Business communications, Statistical Research, Financial Accounting, Managerial Accounting, Consumer Behavior, Marketing Management, Human Communication, Macroeconomics, Business Law, and Psychology.
- **Skills:** Bookkeeping, Public Speaking, Data analysis, and Interpersonal communication

High School Diploma | Canandaigua Academy - Canandaigua, NY **2021**

- **GPA: 3.7/4.0**
 - **Advanced Regents Designation**
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Capabilities and Skills

- Trained and proficient in Microsoft Word, PowerPoint, and Excel.
 - Experienced in using professional communication to mediate conflicts between customers and organizations.
 - Ability to use social media platforms, telephones, and client referrals to accelerate networking and increase sales.
 - Skilled in composing official business emails, sales letters, and business memorandums.
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- Developed effective skills to form relationships with clients through my experience working with experienced sales professionals who help me learn how to earn a client's trust and loyalty.
 - Possesses strong cooperation and leadership skills from working with and leading groups in an occupational and academic setting, which has helped to establish effective skills of communication and conflict resolution.
 - Able to organize and create plans from my experience coordinating the restocking, pricing, and verification of large quantities of merchandise.
 - Consistent record of self-initiative supported by my experience handling and directing the opening, closing, and administrative duties of a business.
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Activities and Achievements

President | Kiwanis Community Service Club - Canandaigua, NY **2019 - 2021**

Vice President | Kiwanis Community Service Club - Canandaigua, NY **2018 - 2019**

National Honors Society | Canandaigua Academy - Canandaigua, NY **2021**

Phi Theta Kappa | Finger Lakes Community College - Canandaigua, NY **2022**

