

# EDAN O'SULLIVAN

High School Student

✉ edan.o-sullivan@email.com

☎ (123) 456-7890

📍 Concord, NH

🌐 [LinkedIn](#)

## EDUCATION

High school diploma

**Bow High School**

📅 2019 - 2023

📍 Bow, NH

## SKILLS

- Customer Service
- Active Listening
- Written/Verbal Communication
- Microsoft Office
- Google Workspace
- POS Systems
- Conflict Resolution
- Collaboration

## CAREER OBJECTIVE

Motivated and ambitious high school graduate with experience in customer service and resolving customer conflicts. Seeking a rewarding and career-building position with Fidelity Investments to educate customers, answer questions, and resolve account issues as a customer relationship advocate.

## WORK EXPERIENCE

### Retail Cashier

**Bed Bath & Beyond**

📅 2021 - current 📍 Concord, NH

- Established rapport with 55+ daily customers while processing transactions, increasing tip revenue by 8%
- Upsold store reward programs, opening 237 store credit and 392 rewards accounts, generating \$100K in revenue
- Trained 3 cashiers in checkout processes and POS system, increasing time-to-productivity by 9%
- Resolved 87% of customer incidents within 5 minutes, transferring customers to managers after 7 minutes
- Wrote reports on sales target progress and product demand to improve inventory ordering, increasing customer satisfaction with available products by 36%

### Retail Sales Associate

**Granite State Candy Shoppe**

📅 2019 - 2020 📍 Concord, NH

- Made 3 batches of hard candy to serve 130+ customers per day in a fast-paced retail environment
- Cleaned store to ensure 100% compliance with safety and health standards, including COVID-19 related procedures
- Upsold promotional products at checkout, increasing revenue by 7% and hitting sales targets 79% of the time
- Awarded Employee of the Month 4 times and promoted to leading sales associate in January 2020

## PROJECTS

### High School Book Club

**Assistant Director**

📅 2021 - current

- Developed and executed 3 membership promotions in freshman year, leading to a 15% increase in club members
- Executed two major book drives that generated \$4.2K
- Promoted to director in sophomore year
- Established member polls/surveys to choose books to read, increasing club member engagement by 39%
- Planned and led 14 meetings to discuss modern and ancient literary themes, plot devices, and lessons