

# OLIVIA SMITH

## Student Supervisor

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### PROFESSIONAL SUMMARY

Passionate about student development, I bring two years of experience as a Student Supervisor, effectively guiding and mentoring diverse teams. My strengths lie in cultivating inclusive environments, enhancing engagement, and implementing training programs that drive performance and success among student workers.

### WORK EXPERIENCE

Student Supervisor Feb / 2024-Ongoing  
Quantum Solutions LLC Phoenix, AZ

- 1. Organized staffing assignments for various work areas within the Marketplace, ensuring optimal coverage.
- 2. Delivered exceptional customer service, addressing inquiries and concerns with professionalism.
- 3. Collaborated with the assistant manager to enhance operational workflows.
- 4. Completed daily shift reports to document incidents, ensuring thorough communication.
- 5. Monitored adherence to food preparation and sanitation guidelines among student employees.
- 6. Trained new student staff on their responsibilities, fostering a supportive learning environment.
- 7. Enforced departmental policies and provided guidance to maintain performance standards.

Student Supervisor Feb / 2023-Feb / 2024  
Silver Lake Enterprises Seattle, WA

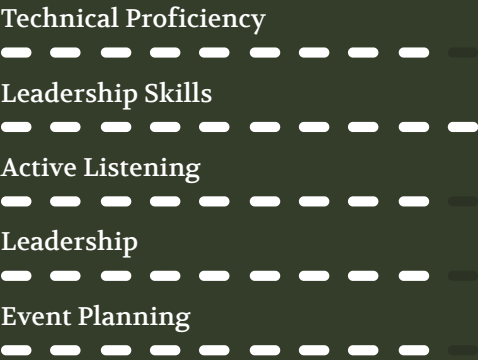
- 1. Oversaw the call center operations, ensuring accurate data entry and quality control.
- 2. Supervised a team of 12 student fundraisers, enhancing their outreach and communication skills.
- 3. Acted as a liaison between student fundraisers and alumni, promoting effective engagement strategies.
- 4. Managed a coffee shop on campus, supervising and training a team of 5 employees.
- 5. Provided assistance to supervisors and students, ensuring compliance with cafe regulations.

### EDUCATION

Bachelor of Arts in Communication Feb / 2022-Feb / 2023  
University of California, San Diego Phoenix, AZ

Focused on interpersonal communication and team dynamics.

### SKILLS



### INTERESTS

- Home Brewing Wildlife Conservation
- Running Public Speaking

### STRENGTHS

- Willingness Wisdom
- Zeal Ingenuity

### LANGUAGES



### ACHIEVEMENTS

- Increased student worker retention by 20% through effective mentorship.
- Implemented a training program that improved service efficiency by 30%.