

# Jessica L. Zimmerman

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## Education

**West Virginia University**, Morgantown, WV  
*Bachelor of Arts Degree in Communication Studies*

December 2011

- 3.74 - Major G.P.A; 3.38 - Cumulative G.P.A
- Dean's List: Four Semesters
- President's List: Two Semesters
- Lambda Pi Eta, the Communication Studies Academic Honors Fraternity
- Phi Sigma Theta, the National Honor Society

## Experience

**Longhorn Steakhouse**, Morgantown, WV  
*Server and Bartender*

May 2008 – Present

- Provide exceptional service in a fast paced environment; Greeted guests in a friendly and courteous manner
- Demonstrate knowledge of menu and retail products, allows for higher sales and easy up sell to customers
- Strive to provide leadership and mentoring to staff as they join the company; Trained incoming employees on procedures
- Created relationships to make loyal guests
- Constructed charts to help cut back percentage of alcohol waste from 33.7%-17.4%
- Generated liquor sales to win sales contests
- Planned a party for employees to celebrate the restaurant's success with a \$500 budget
- Follow company policies and procedures; Provided a professional image at all times through appearance and dress
- Received Team Member of the month on multiple occasions; Loyalty R.U.L.E2.S – Winner for the Quarter

**DVN Group, LLC**; Morgantown, WV  
*Sales and Marketing Intern*

June 2011 – September 2011

- Developed custom marketing plans based on clients' needs
- Advocated for clients by taking what they wanted/needed to marketing team
- Built a rapport with companies to begin over 15 new business relationships
- Prepared training books for incoming interns
- Assisted with office duties including sending out emails, answering the phone, and filling out paperwork

## Volunteer

**Big Brothers Big Sisters**, Morgantown, WV  
*Volunteer – Northern West Virginia Chapter*

December 2008 – Present

- Designed a goal plan and customized it over time for "little sister" to achieve academic and personal standards

## Skills

- Highly proficient with Microsoft Office Suite: Word, Excel, PowerPoint, Outlook, Access
- Skilled in Micros and Dash technology
- Knowledgeable of Social Media sites and terminology
- Able to create and see out a study of nonverbal behaviors based on atmosphere perceptions
- Coherent in French (four semesters at college level and four years in high school)
- Efficient typing at 58 WPM
- Excellent written, oral and interpersonal communication skills
- Ability to handle multiple assignments under pressure
- Highly organized and dedicated