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| **ERIC JAMES McCALL** | 2701 W. Waters Ave apt 913  Tampa, Fl. 33614  THEBLUEIBANEZ@AOL.COM  (813) 344-1686 | |
| **OBJECTIVE**  Seeking a high-paced working environment using retail and customer service as a framework to succeed in the applicable industry.  **EDUCATION**  **Plant City High School , Diploma/GED** August 2000 – May 2005  **4 year-post-secondary** , Plant City, Fl.  GPA 3.1/4.0  A technology-sciences oriented High School, Plant City encompassed 4 years of Automotive Technology studies and personal assisting to teachers as well as an excellent background in core classes.  **Polk State College** August 2008 – Present  **University of South Florida Polytechnic** , Lakeland, Fl.  GPA 3.0/4.0  Specialized in Education, and English Literature, currently seeking A.A. in post-secondary mentoring and teaching. Hands-on, and personal service oriented education, consisting of a full-time internship with Alta Vista Elementary already completed as well as 100+ classroom hours logged.  **EXPERIENCE**  **Catering Specialist, Celebrity Catering** October 2004 – Present  **1-800-Ask Gary Amphitheatre , Tampa, Fl.**  Very high-paced and physical oriented job that involves nothing less than perfection in the food service industry for some of the most famous and revered in the world. Tasks involve: Food preparation, menu planning, cooking, serving, delivering and shopping, and on-the-spot customer service for over 400 diners each show. Part-time night work, and full days.  **Customer Service, Asst. Manager** August 2008 – December 2011  **General Nutrition Centers , Plant City, Fl.**  An awarding job consisting of daily practice of exceptional customer service to meet customers’ health shopping needs. Responsibility-oriented with mastery of natural remedies and supplements a must. Retail and merchandising work more than once a week required on strict deadlines, as well as frequently “Secret Shopped” with beyond exceptional review. More than three years of both IBM and capacitive-touch point-of-sale register training and eventual expertise, as became the company “go-to guy” for all things technology and health supplement related.  **Continues on backside**  **Health enthusiast, Sales Associate/**  **Keyholder** January 2012- June 2012  **Vitamin Shoppe Inc. , Brandon, Fl.**  An educated, and well-rounded company where health comes first for each and every customer, as well as the associates that are individually guided, and trained through Vitamin Shoppe University for background on meeting each customers health and wellness needs. Introduced to a wide range and variety of products that gave insight on both brand-name and value as well as gaining customer choice and loyalty each day, in a high volume location where being efficient is highly needed.  **ACTIVITIES & AWARDS**  Volunteer, Sylvan Learning Centers, 2007 -English Tutoring , 2 years  Member/Active Participant, American Society of Journalists and Authors, 2004  Certification, EASA (Excellent Automotive Skill Award) , Plant City High School ,2007  Award, Employee Dedication Award for Commitment , GNC, 2010  Volunteer, Wide World of Sports Triathlon, 2001 – current  Volunteer, Susan G. Komen Breast Cancer 3-day event, St. Petersburg , 2005- current | | **Skills**  -Point-of-Sale expertise(IBM and Capacitive touch)  -Four year(s) training to certification Automotive Technology  -Four year(s) training in retail/customer service at GNC  -100+ logged hours in classroom as intern to Post-secondary English education, and Elementary  -Technology guru, with applied skills in HTML through website-development.  -67 wpm(word per minute) typing with 95% accuracy  -Highly educated in natural and Homeopathic remedies through training and studies over a five-year period.  -Own and have read *The Prescription for Nutritional Healing* twice, front to back. |