

# ARLISA J. ROBINSON

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## Objective

To utilize my outgoing personality, friendly attitude, and organization skills to execute task and goals.

**My skill set includes:** Ability to work in fast paced environments, ability to maintain an optimal level of customer service, fast learner, team player, program planning experience, outgoing, energetic, can operate a computer, and can use Microsoft Office.

## Education

University of Michigan- Dearborn	Dearborn, MI
Bachelor of arts major: Psychology	4/2018
Senior (2014 - current)	GPA: 3.13

**Key Courses:** Social Psychology, Psychology of Interpersonal Relationships, Life-Span Development Psychology

## Relevant Experience

### University of Michigan Talent Gateway

Dearborn, MI

Talent Ambassador

9/6/2017 – Current

- Collaborate with colleagues to create challenges and program activities for students to partake in and develop their soft skills
- Facilitate discussions, award points, and act as mentors to Talent Gateway members
- Provide constructive timely feedback to students
- Serves as a walking resource guide to point students in the right direction
- Mentor and help students identify and articulate their passions, interest, and aspirations
- Assist students navigate the wealth of exceptional academic, experiential learning, and leadership opportunities available both on and off campus
- Secured opportunities for students personal and professional growth

## Leadership and Associations

- Vice President of Delta Sigma Theta Sorority, Inc. Delta Psi Chapter (12/2017 – Present)
- President of the Black Student Union (4/2017 – Present)
- Vice President of the Black Student Union (4/2016 - 4/2017)
- President of the Minority Association of Pre-med Students (4/2016 - 4/2017)
- Secretary of the Minority Association of Pre-med Students (4/2015 - 4/2016)
- Secretary of Mu Phi Beta medical organization (7/15/2015 - 12/17/2015)
- Youth leader at Kadash Baptist Church (7/2014 – Present)
- Summer Medical and Dental Education Program Participant (6/2016 – 8/2016)
  - Columbia University Site in New York
- University of Michigan Gear Up Volunteer (10/2015 – Present)
- Office of Metropolitan Impact Volunteer (9/2017 – Present)

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## Work Experience

### **Zeal Credit Union**

MSR Teller

**Southfield, MI**

5/8/2017 – 8/25/2017

- Created bidirectional relationships with members. Constantly servicing them and performing their transactions. I handle money constantly and use a computer system that is very detailed and complex. While performing transactions I must carefully ID each individual. My position shows that I pay attention to detail and am constantly performing customer service which I do to the best of my abilities.

### **Teavana**

Cashier/Barista/Sales Associate

**Dearborn, MI**

1/12/2016 – 10/18/2016

- Demonstrated excellent customer service skills as a sales associate, cashier, and barista person. As a sales-associate I learned quickly how to talk with customers and learn their interest and needs so that I could better serve them. I developed a relationship with frequent shoppers who valued their tea purchases. My customer service skills were used to politely engage with customers ensuring that they were highly satisfied and would be coming back again. Each shift we had sales goals to hit and a number of items we had to sale.

### **Wayne State Research Lab**

Research Assistant/ Data Entry

**Detroit, MI**

5/24/2015 – 8/5/2015

- Analyzed data as a summer intern research assistant. My job included interaction with families. I would service and communicate with them to insure comfortability. I also worked with data entry software mastering that skill in a minimal amount of time.