

# J.R. Sports

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## EDUCATION

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**Loyola Marymount University** **Los Angeles, CA**  
*Bachelor of Business Administration Candidate, Management* May 2024

- Relevant Coursework: Business Perspectives- Introduction to Ethical Decision Models; Managing People and Organizations; Strategic Management; Introductory Statistics and International Management

## NCAA DIVISION I ATHLETIC EXPERIENCE

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**Loyola Marymount University, Varsity Women's Basketball Team** **Los Angeles, CA**  
*Team Captain* 2019 – Present

- Successfully maintain a 3.5 GPA while managing 15 units and 20-hours-per week of practices and games
- Develop effective relationships with team members focused on communication, cooperation and teamwork
- Participate in monthly meetings with other varsity team captains to brainstorm and share leadership ideas

**Westside "Be A Pro" Basketball Camp** **Santa Monica, CA**  
*Summer Director* 2019 – Present

- Interviewed, hired, and trained a cohort of 25 coaches for the Summer 2015 camp
- Created a training and orientation program for the coaching staff that compiled best practices for coaching the camp's target audience: young athletes between 10- and 16-years old
- Provided individualized client and customer services to the guardians of the camps' athletes, ensuring a sense of open and honest communication
- Complied with pertinent confidentiality regulations while processing documentation on athlete health forms
- Processed over \$40,000 of camp fees, ensuring timely and accurate fulfillment

*Camp Coach* Summer 2018

- Provided month-long coaching on skills, team tactics, and game rules to three groups of 18 camp athletes
- Recognized by my peer coaches as "Camp Coach of the Month" for July 2014
- Mentor children and young teens ages 6-13 in techniques, teamwork and cooperation on and off the court

## CLIENT & CUSTOMER SERVICE EXPERIENCE

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**Olive Garden** **Inglewood, CA**  
*Server* 2017 – 2019

- Achieved a 4.8/5.0 overall "Clientele Satisfaction" score, nearly a full two points higher than the wait staff's average 3.1/5.0
- Resolved conflict and customer inquiries with timely and effective responses
- Contributed to management and restaurant sales goals by building relationships with clientele and utilizing company-recommended sales approaches
- Evaluated and prioritized numerous competing time-sensitive responsibilities while interacting with customers, coordinating service staff, handling food, and monitoring restaurant safety

## SKILLS & TECHNOLOGY

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Fluent in English and Spanish  
Basic reading and writing in French  
Advanced Word, Excel, PowerPoint  
Intermediate SPSS, Quickbooks, AtTask