

# ELIZABETH M. PLETZKE

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## PROFESSIONAL SUMMARY

- Effective leadership skills through Big Brothers Big Sisters
- Great people skills through my experience with Marsh Supermarkets in Retail
- Received an Excellent Customer Service Award with Marsh

## EDUCATION

Purdue University, West Lafayette, IN, B.A.  
Major: Law and Society  
Minor: Communication

May 2012  
G.P.A. 3.03/4.0

## SKILLS

- Excellent computer skills specializing in Microsoft Word, Excel, PowerPoint.
- Works well under pressure willingly assisting peers and supervisors in a teamwork environment.
- Effectively helping to fulfill customer requirements and expectations for quality service.

## EMPLOYMENT HISTORY

### Nanny, Summer Job

(May 2011-August 2011)

- On call 24 hours a day for a surgeon. Provided full childcare for a 2 ½ year old
- Conducted learning activities
- Responsible for planning fun trips
- Over came difficult challenges everyday with a young child

### Wine Steward, Marsh Supermarkets, Westfield, IN

(May 2009-August 2009)

- Assisted customers in the wine department
- Created relationships with wine vendors
- Merchandised and ordered wine
- Exhibited initiative when soliciting customers on their wine choice

### Cashier, Marsh Supermarkets, Westfield, IN

(April 2006-April 2011)

- Achieved sales goals and maintain budget controls
- Accountable to maintain exceptional customer service
- Cleaning responsibilities at the register and on the floor
- Worked quickly and efficiently to expedite customers in a timely fashion

## VOLUNTEER EXPERIENCE

### Big Brothers/Big Sisters

(Aug 2009-Aug 2010)

- Volunteered 2-4 hours with an underprivileged child once a week
- Worked on building communication skills with my little sister
- Developed relationships with people from a different background than my own
- Exhibited strong leadership skills when setting an example for an underprivileged child

### Law and Society Club

- Volunteer experience in shelters working with women and children. We give their mothers a break and spend time with the children doing homework and arts and crafts.