

Ciara Furlong (Q)  
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## EXPERIENCE

### Freelance Writer

MAY 2020 - CURRENT

- Used effective time management skills to deliver articles over a thousand words to clients within a desired time frame.
- Posted on USA Today and numerous independent blogs.
- Familiar with Wordpress, some HTML.
- Coordinated with multiple people to ensure correct details.
- Worked with marketing to create enticing articles to increase foot traffic on websites.
- Familiar with SEO and algorithms on Google.

### Gamestop

*Assistant Store Manager*

MARCH 2018 - MAY 2020

- Maintained an outstanding customer service oriented environment through selection, training and development of staff.
- Set, evaluated and reached short term and long term goals for store and staff. Effectively delegated and ensured timely completion of Management Division of Responsibility.
- Frequently and accurately documented individual Management and Associate performance using key performance indicators, administering Action Plans to develop individual skills and promote growth.
- Ensured Management and Associates were trained on Customer Service and selling skills, Company Policies and Operations and product knowledge.
- Consistently ensure Payroll expectations were compliant and deadlines were met. Strived for 100% accuracy and compliance in cash and inventory levels.
- Input data to prepare daily sales reports and regularly use weekly and monthly data to develop sales and promotional strategies that has lead to increases in sales and profit.
- Review store P&L statement and use it as reference for marketing and promotional activities, staff scheduling, identifying sales targets and inventory management.

### Chick-fil-A, Merrillville

*Kitchen Trainer/Supervisor*

OCTOBER 2016 - MARCH 2018

- Flawlessly executed all facets of restaurant and kitchen operations.
- Ensured and maintained kitchen and prep line cleanliness in accordance with State and Eco-sure inspection regulations.
- Provided training to all new kitchen staff.
- Supervises and coordinates the activities of food preparation, kitchen, pantry, and storeroom personnel and purchases or requisitions foodstuffs and kitchen supplies: Plans or participates in planning menus, preparing and apportioning foods, and utilizing food surpluses and leftovers

## EDUCATION

Indiana University - Northwest, Gary  
AUGUST 2015 - DECEMBER 2019

*English*

This picture is awesome

- 3.4 GPA
- Bachelor's Degree in English

## AWARDS

10 Hours Management Classes

SLYCE 2013-2014

Dean's List - Every semester, 2017-2020

Sigma Tau Delta IUN Chapter President