

Patrick Sheard

14416 Murray Ave
Dolton, IL, 60419
(312) 513-9907
patrickdsheard@gmail.com

EDUCATION

Illinois State University, Normal, IL — Bachelor of Science

August 2016 - May 2019

Area of Study: Communication

EXPERIENCE

AT&T, Chicago, IL — Customer Care Associate

August 2019 - PRESENT

- Assisted with billing questions regarding any AT&T Service.
- Processed bill payments and scheduled payment arrangements.
- Updated customer account information per customer request.
- Delivered White Glove service to AT&T's Top Tier customers.

Starbucks, Calumet City, IL — Barista Trainer

December 2016 - August 2019

- Display excellent customer service
- Flexible and capable to perform multiple tasks if needed
- Hand craft beverages for customers
- Train New Employees

103.3 WZND Fuzed Radio, Normal, IL — Office Assistant

August 2016 - May 2019

- Administrative Assistant duties
- On-Air Talent

Macy's Department Store, Calumet City, IL - Sales Associate

April 2014 - August 2016

- Enhance the customer experience
- Assist customers with specific needs
- Promoted to Fine Jewelry Department
- Managerial override abilities
- Close sales

SKILLS

- Communication
- Organizational
- Money Handling
- Fast Learning
- Research
- Announcing
- Audio/Video Editing

AWARDS

2019 Illinois Broadcasters Association Finalist for Best Longform Entertainment Program

2018 National Forensics Association Octafinalist in Program Oral Interpretation and Dramatic Duo Interpretation

2016 Phi Rho Pi Bronze Medalist in Prose Interpretation

2015 Phi Rho Pi Bronze Medalist in Informative Speaking. Silver Medalist in Prose Interpretation

REFERENCES

Melinda Hostetler, Starbucks Manager, (630)881-2247

Steve Suess, Faculty Advisor for WZND, (815)483-4043

Tawan Baker, Medical Insurance Agent, (773)354-8327