**Ashlee Morgan Ratliff**

*Permanent address:*

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**SUMMARY OF QUALIFICATIONS:**

* Honors student with a record of academic and extracurricular success
* Dedicated and motivated learner with excellent critical thinking and problem solving skills
* Exceptional skills in time management, organization, and resource management
* Customer service and action orientated with the ability to build productive relationships and resolve complex issues
* Adept at working as part of a team across departments, with faculty, administrators, and students
* Serves as a mentor to younger age children for academia
* Expert proficiency with the operation of MS Office
* Intermediate level of speaking and writing Spanish

**EDUCATION:**

Longwood University, Farmville, VA Glen Allen High School, Glen Allen, VA

**Bachelor of Science in Nursing (Honors College)** **Diploma – Advanced Studies**

Anticipated graduation date: May 2023 Graduated: June 2019

GPA: 3.809*, President’s List* GPA: 3.94

*Relevant coursework:*

|  |  |
| --- | --- |
| * Human Anatomy & Physiology I & II | * Writing & Rhetoric (Honors) |
| * Human Growth (Honors) | * Integrated Intermediate Language & Culture II |
| * Statistical Decision Making | * Chemistry (Honors) |

**WORK EXPERIENCE:**

Target Corporation, Glen Allen, VA April 2020 – Present

**Front End Associate**

* Create a welcoming experience by authentically greeting every guest
* Provide an easy, seamless shopping experience by keeping carts and baskets well stocked and clean for guests
* Scan and bag all guest items quickly, neatly, and in compliance with food safety standards and best practices
* Inform the guest of current and upcoming brand launches, store activities, and events
* Communicate the benefits of the REDcard with each guest and assist them with the application process
* Educate guests on how to use Wallet and other features and offerings within the Target App
* De-escalate any negative situations and recover the guest shopping experience while adhering to policies and procedures

Virginia Alcohol Beverage Control, Richmond, VA October 2018 – Present

**Underage Buyer**

* Attempt to purchase cigarettes or alcohol at local retailers throughout the Commonwealth of Virginia to verify compliance with federal age requirements
* Create violation reports and provide evidence of purchases to Virginia ABC Special Agents
* Attend and testify in court as needed for resulting trials and litigation

Gino’s Pizza & Spaghetti House, Richmond, VA August 2017 – October 2017

**Front End Associate**

* Answered incoming phone calls and assisted customers with menu questions and placed orders
* Entered orders into DiamondTouch point of sale system and reviewed for accuracy
* Greeted and welcomed customers into restaurant
* Accepted payment and made change for customers
* Boxed prepared food as it finished cooking while adhering to food safety regulations
* Degreased containers and assembled pizza boxes for preparation of next shift
* Maintained a clean, neat, and orderly front counter

**VOLUNTEER EXPERIENCE:**

The Sophie House, Richmond, VA May 2018 – June 2019

**Child Care Coordinator**

* Partnered with Sophie House management to determine child care needs for upcoming events and programs
* Managed and scheduled volunteers for upcoming events
* Encouraged and recruited volunteers to participate in child care activities through the use of social media
* Ensured event/program was staffed accordingly for number of children in attendance
* Orchestrated all volunteers to sign in for each event
* Developed age appropriate crafts and games for children in the program
* Oversaw other students and collaborated with management on premises to supervise children
* Made suggestions as needed for safe and secure child care

**COMPUTER & TECHNICAL SKILLS:**

MS Office, MS Edge, MS Publisher, Adobe Photoshop, Windows XP, 7, 8, 10, Internet Explorer, Mozilla Firefox, Google Chrome, Opera, Windows Movie Maker, Xerox copier, Hewlett Packard Scanner, and 10-key Adding Machine

**HONORS & ACHIEVEMENTS:**

President’s List Spring 2020 semester

Dean’s List Fall 2019 semester

Alpha Lambda Delta - National Honor Society for First-Year Success Fall 2019

Rho Kappa National Honor Society Fall 2018

Beta Club Fall 2018

**References available upon request**