

Shonari Phillips
108 S. Palmer Drive
Bolingbrook, IL 60490
(630)544-4076
skphill@ilstu.edu

Education

Illinois State University; Normal, IL

Major: Apparel Merchandising Minor: Business Administration

Expected Graduation: May 2011

Relevant Coursework

- Fashion Trend & Industry Analysis
- Management for Consumer
- Fashion Promotion
- Business Organization & Management
- Textiles
- Marketing Management
- Managerial Accounting
- Statistical Reasoning

Work Experience

Abercrombie & Fitch; Oakbrook, IL

Model- Sales Associate/Cashier (November 2009 - Current)

- Provided positive customers service.
- Kept the store clean and organized to create a great shopping environment.
- Assisted managers by handling purchases, returns, exchanges, voids, and gift certificate transactions.
- Processed and stocked merchandise placed on the sales floor.

Harris Bank; Romeoville, IL

Service Representative/Teller (May 2009 - August 2009)

- Processed and verified deposits, withdrawals, loan payments, tax payments, and other various banking transactions.
- Provided positive and personable customer service while performing a variety of banking services.
- Referred customers to our personal bankers and other specialized banking departments.
- Identified customer's needs and matched them with the appropriate product or service the bank offered.

TCF Bank; Romeoville, IL

Sales Associate/ Teller (March 2008 – April 2009)

- Processed and verified deposits, withdrawals, loan payments, and other various banking transactions.
- Aggressively promoted, sold, and referred TCF products and services.

- Answered customer's questions regarding checking accounts, savings accounts, and other bank related products.

Hollister Company; Aurora, IL

Model- Sales Associate/Cashier (March 2007 – October 2008)

- Provided positive customer service.
- Kept the store clean and organized to create a great shopping environment.
- Assisted managers by handling purchases, returns, exchanges, voids, and gift certificate transactions.
- Processed and stocked merchandise placed on the sales floor.

DSW Shoe Warehouse; Naperville, IL

Sales Associate (July 2006 – October 2006)

- Provided sales assistance to customers.
- Kept the store clean, neat, and organized to create a great shopping environment.
- Processed and stocked merchandise placed on the sales floor.

Affiliations

- *Apparel Merchandising and Design Association (AMDA)* - An Illinois State University affiliated organization that provides networking opportunities, sponsorship and organization of various field trips and social events related to the field of apparel merchandising and design.
- *Participant in Alpha Phi Alpha 2009 Scholarship Pageant*

Volunteer Work

- A group leader for *New Life Care Convention*.
- An administrative assistant for Living Word Christian Center's *Children's Ministry*.
- A teacher's assistant at the Villa Park Recreation Center's *Fun-time Junction Daycare* program.
- Participated in a Lawndale, IL community service project.