**Kristen C. Kelly  
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**OBJECTIVE:**  I am seeking a Department Manager position at Roswell Enterprises where I can utilize the skills I developed in

college, during my internship, and on-the-job to enhance employee growth and company success.

**EDUCATION:**

**Bachelor of Science in Psychology**, *Georgia State University, Atlanta 2017*

* Minor in Communications *2017*
* Certificate in Organizational Leadership and Supervision *2017*

**WORK EXPERIENCE:**

* **Intern,** *Turner Broadcasting Human Resources Department, Atlanta* *2017*
* **Night Manager**, *Atlanta Underground Starbucks* *2012-present*
* **Barista**, *Atlanta Underground Starbucks* *2011-2012*

**SKILLS:**

**Communication Skills -** *developed in my Speech, English Composition, Interpersonal Communication, and Business Writing classes*

*and demonstrated during my presentation at the Georgia State University Psychology Undergraduate Research Conference*

* Speaking in a clear, organized, and persuasive manner.
* Listening actively by giving full attention to what other people say and understanding the points they make.
* Writing in a manner that is understandable, logical, convincing, and free from grammatical and spelling errors.
* Reading complex materials, comprehending their meaning, and identifying their major points.

**Collaboration Skills** - *learned in my Social Psychology class and implemented in my Applied Organizational Leadership class in*

*which student teams served as consultants to downtown Atlanta companies to solve specific business problems.*

* Working effectively in diverse groups.
* Building consensus that leads to the solution of complex problems.
* Exhibiting social perceptiveness by being aware of others' reactions and understanding why they react as they do.

**Critical Thinking and Research Skills** - *developed in my Research Methods and Industrial/Organizational Psychology classes.*

* Solving problems by identifying and evaluating information to develop options and implement solutions.
* Identifying the strengths and weaknesses of alternative approaches or solutions to problems.
* Gathering and evaluating information from many sources and using statistical skills to summarize and analyze data.

**Leadership Skills** - *developed in my Interpersonal Skills for Leadership, Team Dynamics for Leadership, and Project Management*

*classes, and when I served as the President of Georgia State’s Psi Chi Chapter.*

* Scheduling, organizing, and conducting meetings.
* Delegating duties and following up to ensure that duties are performed in a timely and successful manner.
* Planning and executing major events under significant financial and time constraints.
* Creating Georgia State’s first Honors Day by collaborating with ten other campus honor societies.

**Professional and Self-Management Skills** - *developed as an intern in the Turner Broadcasting Human Resources Department,*

*working 20 hours a week as a barista and night manager at Starbucks, and enrolling in classes that contained time, stress,*

*and conflict management components.*

* Monitoring and assessing my own performance and the performance of others.
* Evaluating the effectiveness of organizational policies and procedures to make improvements or take corrective actions.
* Managing human resources by motivating, developing, and directing people and identifying the best people for the job.
* Creating strategies to manage my own time, stress, and conflicts and providing assistance to others to do the same.

**Ethical Skills** *- developed in my Ethical Decisions in Leadership class, during a research project that involved the creation of an*

*institutional review board ethics protocol, in writing assignments that conformed to strict APA-style guidelines that prohibit plagiarism, and during an internship that required strict client confidentiality.*

* Possessing the capacity to make ethical decisions based on accurate ethical knowledge.
* Displaying the willingness and ability to act on my personal ethical decisions.
* Holding others to high ethical standards, and taking appropriate actions when these standards are violated.

- References Available Upon Request -