Allison Timock

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SUMMARY OF QUALIFICATIONS

Detail-oriented and results driven professional with experience in leadership, sales, and research. Adept at adapting to fast-paced environments, resolving conflicts, and improving processes to enhance productivity and customer experience. Quick learner who demonstrates dependability. Consistently takes initiative and seeks out cross-training opportunities to strengthen skills and add value.

EDUCATION

Cleveland State University | Cleveland, Ohio

Pursuing Bachelor of Business Administration,
majoring in Finance and minoring in Operations and Supply Chain Management — Graduation: Spring 2027
GPA: 3.27

Relevant Coursework: Financial Management, Business Analytics, Operations and Supply Chain Management, Corporate Finance

Cuyahoga Community College | Parma, Ohio — Graduation: Spring 2025, Summa Cum Laude
Pursuing Associate of Arts with a future focus on Finance — GPA: 3.91
Dean's List: Fall 2020 – Spring 2025

Relevant Coursework: Financial Accounting, Managerial Accounting, Business Communications, Principles of Marketing, Microeconomics, Macroeconomics, Business Ethics

TECHNICAL SKILLS

POS Systems:	Aloha, Clover
Virtual Meeting Platforms:	Zoom, Webex
Microsoft Office:	Word, PowerPoint, and basic Excel
Social Media Administration:	Facebook, Instagram
Visual Design Programs:	Canva

SALES EXPERIENCE

Heart and Soul Boutique | Medina, Ohio — October 2024 – August 2025
Sales Lead

- Assist customers in finding products that match their style and needs, leading to increased satisfaction and repeat visits
- Suggest complimentary items to customers, helping boost sales and enhance shopping experience
- Maintain clean and organized sales floor to create welcoming shopping environment

Aladdin's Eatery | Middleburg Heights, Ohio — February 2020 – September 2023
Server

- Guided guests through menu options and questions about various food items, recommending allergy-safe alternatives, increasing overall customer satisfaction
- Verified customer IDs to comply with alcohol sales laws, ensuring 100% legal compliance and preventing liability issues
- Upsold order tickets with higher priced drinks, appetizers, and desserts to boost sales by an estimated 15% per shift, increasing store revenue

INTERNSHIP EXPERIENCE

The Refinery (Goldman Sachs 10kSB program) | Rocky River, Ohio — September 2023 – May 2025
Research and Documentation Intern

- Organized information to compile standardized policies and procedures, creating clear structured documentation to improve company operations
- Conducted in-depth research on potential clients and competitors, identifying key business opportunities
- Researched industry conferences and speaking events, helping the company secure visibility and networking opportunities

LEADERSHIP EXPERIENCE

Sprinly | Garfield Heights, Ohio — January 2018 – January 2020
Oven Lead

- Maintained composure in high-pressure scenarios while leading team of 4 in cooking, cooling, and storing 3,000 meals weekly with 100% completion rate, while meeting food safety standards
- Cross trained across different stations reducing production delays by 50% and ensuring workflow efficiency

MANAGEMENT EXPERIENCE

Arby's | Berea, Ohio November 2011 – February 2020

Shift Manager (November 2017 – February 2020)

- Resolved guest complaints with active listening and problem-solving skills, achieving 90%+ satisfaction rate, ensuring customers left feeling valued and heard
- Adapted to unexpected staffing challenges by strategically assigning roles, including coaching team member through their first drive-through shift while having to work a position, resulting in increased team confidence
- Scheduled breaks and shift coverage during peak hours, ensuring 100% compliance with labor laws and maintaining productivity levels

*Team Trainer (*November 2011 – November 2017)

- Mastered multiple roles by balancing workflow issues that would arise maintaining 90% smooth service flow
- Trained new employees with motivational actions and words, leading to 30% enhanced team performance
- Guided guests through menu options and upsold high-margin items to increase store revenue, while using communication skills to repeat orders back and ensure 100% accuracy with every order, saving 20% on food waste
- Processed transactions efficiently, while providing friendly and professional customer service, resulting in 95%+ cash handling accuracy

LANGUAGE SKILLS

French- Beginner
Spanish- Beginner