

Malcolm Graham

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SUMMARY OF QUALIFICATION

- Over 3 years customer service experience that entails customer concerns and collaborating with managers to complete shared objectives.
- Developed interpersonal and communication skills by helping customers and working in a team environment.

EDUCATION & CERTIFICATION

Bachelor of Arts Economics
Rowan University, Glassboro, NJ

Anticipated **Dec 2024**
Current GPA: 3.17

Bloomberg Market Concepts (BMC) Certification, Bloomberg

Dec 2023

PROFESSIONAL EXPERIENCE

Municipal Intern

Sep 2024-Present

N.J. Courts, Mays Landing N.J.

- Prepare filings for judge and staff review, including document retrieval, and providing documents to chambers.
- Manage calendars, schedule and moderate virtual hearings.
- Conduct case research and analysis
- Answering phone calls from the public, judiciary employees, security personnel, judges, attorneys, and others.
- Assigned task including data entry, database searches, and general correspondence

Customer Sales Associate

Walgreens Sicklerville N.J.

Jun 2022-Sep 2024

- Promoted sales, and product offerings including two credit cards and multiple customer surveys.
- Collaborated with over 10 team members to ensure smooth store operations and excellent customer service delivery.
- Continuously strived to meet or exceed sales targets and customer satisfaction goals
- Responsible for completing over 75 customer transactions each shift through addressing customer concerns, questions, returns.
- Support new team members by guiding them through daily tasks.

Receiver/Stocker

Lowes Sicklerville N.J.

Mar 2021-Aug 2021

- Completed daily tasks to maintain a clean and organized store environment, including restocking shelves and ensuring displays are visually appealing.
- Greeted customers in a friendly and welcoming manner upon arrival at the store.
- Completed additional tasks and responsibilities as assigned by store management

Seasonal Sales Associate

Party City Voorhees N.J.

Sep 2020-Nov 2020

- Connected customers to quality products and provided recommendations based on their needs.
- Resolved customer disputes, complaints, and concerns promptly and professionally.