

TIONNE POINTER

Chicago, IL | 312-568-6863 | tionnepointer@gmail.com |

Summary

Graduate with a Bachelor of Arts in Psychology and a Marketing minor, offering hands-on experience in customer service, sales, and operations. Demonstrated ability to enhance customer experiences, and drive results through roles in various service-oriented positions. Strong skills in problem-solving, organization, and communication, with a proven track record of optimizing processes and achieving goals. Eager to apply these skills in a business environment to contribute to organizational success and growth.

Education

**BACHELOR OF ARTS AND SCIENCES IN PSYCHOLOGY | UNIVERSITY OF LOUISVILLE, LOUISVILLE, KY
| AUGUST 2021- DECEMBER 2024**

- Minor in Marketing

Related Coursework: MKT 301, COMM 111, PSYCH 301, BSTA 201, PHIL 225, ECON 201, ECON 202

Experience

DENTAL ASSISTANT | UI HEALTH MILE SQUARE | SEPTEMBER 2023 – PRESENT

- Support dentist with cleanings, procedures, and x-rays, enhancing patient care efficiency
- Streamline patient chart logging and appointment scheduling
- Optimize dental inventory management, ensuring that there are adequate supplies
- Monitor vital signs and maintained rigorous health and safety standards

HAIR SALON RECEPTIONIST | EAST BANK CLUB | JUNE 2023 – PRESENT

- Managed appointment scheduling and adjustments, boosting customer satisfaction
- Welcomed and assisted guests, enhancing their experience
- Coordinated front desk operations and handled in-person and phone inquiries
- Oversaw office inventory and equipment, ensuring efficient operations

GENERAL SALES ASSOCIATE | EUROPEAN WAX CENTER | OCTOBER 2022-MAY 2023

- Created positive first impressions by greeting and assisting customers
- Processed transactions and managed payments using POS system
- Promoted sales, specials, and policies to drive purchases
- Trained new team members on register operations, stock management, and customer service

MEMBERSHIP COUNSELOR | LA FITNESS | MAY 2022-AUGUST 2022

- Welcomed and onboarded new and existing members, enhancing engagement
- Managed and updated membership data, ensuring accuracy
- Marketed facilities and services, boosting member enrollment
- Drove sales through lead prospecting, cold calling, and deal negotiation

VOLUNTEER | SHACKLETTE MIDDLE SCHOOL (SPAVA) | OCTOBER 2021-DECEMBER 2021

- Enhanced student learning by optimizing wide range of instructional approaches and innovative classroom activities