

Natalie Freeman

4452 Pixie Ave. Lakewood, CA 90712

Home: 562-421-8307

nataliecfreeman@gmail.com

Cell: 562-659-4142

Education

Azusa Pacific University, Azusa, CA

September 2009 – Graduation May 2013

Major: Sociology

Minor: Cinematic Arts Critical Studies

Work History

Barnes and Noble Booksellers

May 2010 – December 2012

- Customer service representative on the book floor, in the music department, and barista in the café.
- Listening attentively to efficiently serve customers, developing rapport with coworkers and customers, being a member of a team, multitasking.

Jamba Juice Company

May 2009 – September 2009

- Customer service team member.
- Listening attentively to efficiently serve customers, developing rapport with coworkers and customers, being a member of a team.

It's A Grind Coffee House

June 2007 – September 2008

- Weekend shift supervisor.
- Coordinating tasks with and for employees, opening and closing the store, listening attentively to efficiently serve customers, developing rapport with coworkers and customers, and delegating responsibility, with respect, to other employees.

Volunteer History

American Martyrs Confirmation Program

2012

- Managing large and small groups, speaking effectively, motivating and mentoring, and facilitating group discussion.

Saint Pancratius Confirmation Program

2011 – 2012

- Researching and initiating new ideas to facilitate a retreat, defining and analyzing needs of facilitators and participants, coordinating tasks, providing support for others.

Kairos Retreat

2008 – 2012

- Managing large and small groups, speaking effectively, motivating and mentoring, setting and meeting goals and deadlines.

ASB Executive Vice President

2008 – 2009

- Making decisions with others, facilitating group discussion, and planning events.

Peer Counseling and Campus Ministry

2006 – 2009

- Counseling and mentoring peers, managing conflict between individuals and groups, perceiving nonverbal messages and listening attentively to provide appropriate feedback.

Additional Skills

- Proficient in Microsoft Word, Excel, and Powerpoint.
- Conceptualizing creative presentations, using visual and verbal communication.

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References

John Schatzel (Former Supervisor)

Community Relations Manager

Barnes and Noble #2911

7651 Carson Blvd.

Long Beach, CA 90808

(562) 938 - 1690

crm2911@bn.com

Monica Leon (Mentor)

Director of Youth Ministry

American Martyrs Catholic Community

624 15th Street

Manhattan Beach, CA 90266

(310) 546 – 4734

melon@americanmartyrs.org

Erin Gaw (Professor)

Adjunct Professor Theater Film and Television Studies

Azusa Pacific University

901 E. Alostia Ave.

Azusa, CA 91702

eringaw@gmail.com