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| **Sarah Noland** |  |

5613 Arbor Hill Lane Austin, TX 78747 ⦁ Phone: 916-878-1490 ⦁ E-Mail: sarahrnoland@outlook.com

# **Education**

## American River College Graduated: December 2020

*Associates Degree in Social Science – Continuing Education to achieve Bachelor’s Degree*

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# **Experience**

**Energy Wise LED Solutions** – *Sourcer &* *Recruiter* 05/2020 – Present

* Hired to assist with sourcing/recruiting Sales Team Members around the entire company
* Sources, conducts phone screens, internal interviews, drafts resumes, completes reference checks, pre-screening testing
* Sourced between 200-300 profiles/resumes per week.

**Convo Communications** – *Sign Language Interpreter* 04/2017 – Present

* Provides a high quality ASL-English interpretation experience for all parties
* Demonstrates strict adherence to industry-wide and professional ethics at all times
* Contribute to the development and high morale of the company
* Maintains a friendly, professional appearance in accordance with internal guidelines
* Demonstratse a continuous commitment to punctuality and reliability

## **Merryhill Elementary School** – *Teacher Assistant & Sign Language Teacher* 06/2016 – 04/2017

* Prepared and organized curriculum for children
* Completed observation notes and created student reviews
* Participated in weekly meetings with staff
* Evaluated and observed child behavior
* Guided and mentored students
* Engaged with students to teach them Sign Language

## **Hobby Lobby** – *Customer Service Manager* 10/2015 – 08/2016

* Organized, planned, directed, managed, and evaluated the customer service activities of the organization
* Investigated and solved customer complaints or any major incidents
* Followed problems through to resolution
* Handled customer complaints, queries, security issues and any other major incidents that arise from customers and staff
* Helped and processed store returns and exchanges that occur on a daily basis
* Recruited, mentored, and developed customer service agents
* Provided help and advice to customers about organizational products and services
* Directed the daily operations of the customer service team and other employees throughout the store
* Planned, prioritized, and delegated work tasks to ensure proper functioning of the department
* Wrote and managed schedules for staff and employees throughout the store
* Trained staff to adhere to company policies and procedures
* Complied with and maintained knowledge of applicable rules, regulations, standards, and best practices
* Ordered products for front end area on a weekly basis and was in charge of processing and pricing items upon arrival
* Verified store currency and opened store registers daily
* Updated sale signs every week throughout the store for upcoming weeks
* Helped in the process of opening and closing the store on a daily basis

## **Mr. & Mrs. Spehling** – *Caretaker/Nanny* 02/2014 – 12/2017

* Cared for three children (beginning ages of 2, 5, 13)
* Responsibilities included daily and evening activities with children, created age appropriate games, etc.
* Assisted with homework, pick ups/drop offs, prepared dinners, etc.
* Organized, directed, managed, and evaluated the children’s activities to report to parents.
* Taught American Sign Language to the children in my care.
* Met the immediate needs of all of the children under my supervision.