

Serenity J. Flie

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Little Rock, AR 72204

PROFESSIONAL SUMMARY

Motivated and detail-oriented undergraduate with diverse work experience in customer service, leadership, and team management. Skilled in interpersonal communication, time management, and multitasking. Proven ability to manage various responsibilities effectively in fast-paced environments. Actively involved in community engagement through leadership roles in Alpha Kappa Alpha Sorority, Inc. Passionate about contributing to team success with a focus on high-quality service and problem-solving.

SKILLS

- Excellent verbal and written communication
 - Strong multitasking and organizational skills
 - Customer service-focused with a collaborative team approach
 - Leadership experience and community involvement
 - Proficient in relational database management concepts
 - Time management and attention to detail
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EXPERIENCE

Patient Care Technician

University of Arkansas Medical Services | Little Rock, AR

March 2023 – September 2025

- Provide direct patient care, including assistance with mobility, feeding, and daily activities.
- Ensure a clean and safe environment for patients by maintaining hygiene and sanitation standards.

Sales Associate

Journeys | Park Plaza Mall | Little Rock, AR

May 2023 – December 2024

- Manage customer transactions and assist with product selection.
- Restock and reorganize merchandise to ensure product availability.
- Contribute to a positive shopping experience through excellent customer service.

Conference Services Desk Worker

University of Arkansas at Little Rock | Little Rock, AR

May 2023 – July 2024

Provide front desk assistance for conference guests, answering inquiries and ensuring excellent customer service.

- Manage guest check-in/check-out procedures and handle reservations.

Resident Assistant (RA)

University of Arkansas at Little Rock | Little Rock, AR

West Hall, July 2022 – December 2022

East Hall, July 2021 – May 2022

- Plan and host educational, social, and community-building events for residents.
- Conduct room inspections and maintain building safety and cleanliness.
- Serve as a leader and resource for residents, ensuring a positive living environment.

Basketball Manager

University of Arkansas at Little Rock | Little Rock, AR

July 2021 – May 2022

- Manage equipment for team practices and games, including organizing, setting up, and maintaining cleanliness.
- Assist coaches with various administrative tasks and errands.

Sales Associate

Finish Line | McCain Mall | North Little Rock, AR

November 2020 – August 2021

- Restock and organize sales floor merchandise.

- Process transactions and handle customer inquiries.
- Ensure customer satisfaction through attentive service and product knowledge.

Cashier

Walmart | Osceola, AR

April 2020 – August 2020

- Operated the cash register, handled payments, and provided customer service.
 - Maintained cleanliness of the sales floor and ensured a positive shopping experience.
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EDUCATION

University of Arkansas at Little Rock | Little Rock, AR

Bachelor of Arts in Psychology (Expected Graduation: May 2025)

Minor in Business Management

Current GPA: 3.1

Osceola High School | Osceola, AR

High School Diploma, May 2020

LEADERSHIP & COMMUNITY ENGAGEMENT

Active Member

Alpha Kappa Alpha Sorority, Inc.

- Engage in community service, social events, and leadership development.
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ADDITIONAL INFORMATION

- Availability: Open to flexible scheduling and part-time/full-time opportunities.
 - Willing to relocate if necessary.
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