

# Michael P. Roberts

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**OBJECTIVE** Full-time position using experience in international business, customer service and leadership

**SUMMARY**

- 6 + years of studying French
- 3 years of campus leadership experience
- Team player who can work independently
- Experience with negotiation, mediation and other forms of Alternate Dispute Resolution

*Computer Skills* Word Excel Power Point Access

*Foreign Language* English French

**EDUCATION** **MERCER UNIVERSITY** Macon, GA August 2011 -May 2015  
B.A. in French/B.B.A., Concentration in International Business GPA: 3.88/4.0

**INTERNATIONAL EXPERIENCE** **MERCER ON MISSION** Uganda May – June 2013

- Studied Ugandan culture and environment throughout the spring and summer semesters
- Spent three weeks working with Peace Corps volunteers and Ugandans drilling wells
- Supervised by Dr. Randy Harshbarger

**MERCER STUDY ABROAD** France June – July 2014

- Studied French in Paris and Angers with five students and a professor
- Completed language proficiency at L'Université Catholique de l'Ouest
- Advised by Dr. Anna Weaver

**WORK EXPERIENCE** **TEAM MEMBER** Chick-fil-A April 2018 – Present

- Provide customer service, handle monetary transactions and stock front of house
- Train with managers to work in every aspect of front of house work
- Operator: John Starr

**MANAGEMENT TRAINEE** Enterprise Rent-a-Car January 2016 – April 2017

- Provide customer service and vehicle protection on rentals
- Utilize management skills to coordinate inventory, income and staff
- Supervised by Laura Mendes; laura.j.mendes@ehi.com

**VOLUNTEER EXPERIENCE** **PEER ADVISOR** Mercer University May 2012 – May 2015

- Work Mercer Student Orientations during the summer and fall
- Serve as a mentor to first-year students; assist professors in teaching courses
- Supervised by Amanda Carls

**CAMPUS INVOLVEMENT** Mercer University Honors Program Phi Eta Sigma National Honor Society  
Phi Kappa Phi Honor Society Beta Gamma Sigma Honor Society