Sally Saltwater

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**Education**

Indiana University May 2019

Bachelor of Arts, GPA: 3.5/4.0 Bloomington, IN

Major: Slavic Languages and Culture

Track: Croatian

**Slavic Language Experience**

Practical English Tutorials Program, Indiana University September 2016-Present

*Tutor*  Bloomington, IN

* Facilitate conversations using Croatian to explain English language concepts to international students
* Collaborate with a team of tutors to plan activities designed to increase students’ English vocabulary
* Critique writing assignments to address grammatical issues and improve writing ability
* Advise students by assessing needs regarding intercultural conflicts due to language barriers

Gaborone- Community Public Health Summer Program May 2016-August 2016

*Student Member* Bloomington, IN

* Gained cross cultural competency through integration living with local family resulting in increased awareness
* Designed local flyer campaign using Photoshop to promote safe drinking water habits in several local towns
* Completed patient intake forms based on medical history questions to best provide services at a local clinic

**Sales/Customer Service Experience**

Target January 2014-May 2015

*Sales Associate* Fishers, IN

* Resolved customer complaints by corresponding with customers with empathy and following up with store errors in order to provide quality customer service
* Processed incoming merchandise using the store’s cataloguing system to make sure that the correct number of products was being received and distributed
* Promoted store promotions and sales by informing customers via word of mouth, to increase store revenue during peak seasonal promotional times