



KP LAUNCH

LEARN ABOUT UNLIMITED NEW CAREERS IN HEALTHCARE

SUMMER YOUTH EMPLOYMENT PROGRAM

2020 Application

Regional Reference Laboratories

13000 Peyton Drive, Chino Hills, CA 91709

We are located across the Crossroads Marketplace (across 85°C Bakery Café)

***Application Deadline –
Friday, March 20, 2020 by Noon***

*Please submit your application to the box located at
Regional Reference Laboratories –
13000 Peyton Drive, Chino Hills, CA 91709
Security Desk*

Please note, dependents of Kaiser Permanente employees are not eligible to apply to the Program. "Dependents" in this case is defined as the child/dependent of a guardian/parent who is employed by Kaiser Permanente and who is providing direct financial support to the child. This policy is mandated by the National Community Benefits.

WE ARE PROUD TO BE AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.



SUMMER YOUTH EMPLOYMENT PROGRAM

To Applicant:

We, at Kaiser Permanente, are pleased to welcome your application for our KP LAUNCH* High School Summer Youth Employment Program (SYEP). Please look over the attached application and complete **ALL** forms in their entirety and return them to **your contact person by Friday, March 20, 2020 to be considered for the Program.**

Criteria

- Program does give priority to students between 11th and 12th grade, but this does not discourage others from applying.

Requirements

- Students under age 18 **must** submit a valid work permit covering the entire length of the Program. The permit must be received prior to the start of the Program.
- Applicants must be eligible to work in the United States. Please visit the following website for acceptable employment eligibility documentation: <http://www.uscis.gov/files/form/i-9.pdf>.
- Accepted applicants are required to complete a health screening including a TB test, necessary hire documentation, a urinalysis test, and (if applicable) a background check. Students under 18 are not required to complete a background check. This is arranged by the Kaiser Permanente facility students will be working at and must be completed prior to the internship start date in order to begin work.
- For applicants under 18, parent or guardian consent will be required for all health screens, TB tests, and urinalysis tests* and must be received along with the completed application before the screening can take place. **A parent or guardian, over the age of 18, must accompany the student to the designated urinalysis testing laboratory.**
- All accepted applicants must begin work on **Monday, June 8, 2020**, first day of the program and must make every attempt to work the agreed upon schedule, through **Friday, July 24, 2020**
- SYEP employees must attend the 4-hour, paid, weekly Education Days.
- SYEP employees must be prompt, dependable and willing to adhere to professional work setting guidelines. No cellular phones, pagers, headphones, iPods, hand-held games, or other electronic devices are allowed while working or during Education Days. Kaiser Permanente is a non-smoking environment. Smoking is not allowed anywhere on campus.

Please complete and return, with all necessary signatures:

- Program Application (signature required on page 4)
- Intern Eligibility Statement (signature required on page 6)
- Parental Consent Form (parent signature required on page 7)
- Resume (Refer to page 9)

If you are unable to commit to these standards, please reconsider your application.

Elizabeth Castellanos
Kaiser Permanente
SCPMG Regional Reference Laboratories
On-Site Coordinator
Elizabeth.C.Castellanos@kp.org

Diana Valencia
Assistant Coordinator

Diana.Y.Valencia@kp.org

APPLICATION

Program Overview

A Human Resources / Community Benefit Program geared primarily toward 11th and 12th grade students, the Kaiser Permanente LAUNCH High School Summer Youth Employment Program (SYEP) has been creating opportunities for underserved high school student populations since 1968. We offer paid summer work experience at Kaiser Permanente facilities throughout California and encourage students to consider that lifelong learning and earning power begins with a high school diploma. There are a wide variety of health care and health care support jobs available, and many students who have participated in the SYEP have chosen health care-related fields after graduation – some of them right here at Kaiser Permanente.

As a SYEP student, you'll be paid for your time, working in one of our departments while learning about careers in health care. Additionally, when a certified Regional Occupational Program (ROP) teacher is involved and you complete the various components of the program, you can earn up to 10 Cooperative Vocational Education (CVE) units. These units may be added to the total units required for high school graduation.

Education Days

Students receive a formal Orientation to the Program, which is designed to assist them in understanding:

- 1) The expectations that the organization has of them;
- 2) The learning opportunities that are available to them; as well as
- 3) The wide variety of career options that is available within the health care field. The workforce preparation activities are reinforced and embedded in a weekly education half-day that includes several components:

- **Mini Workshops** – Topics such as: Dressing for success, how to prepare cover letters, resumes, and interviews, conflict management, Healthy Eating, and diversity in the workplace are presented.
- **Manager Presentations** – KP employees speak about how they got from the students age to where they are in their current career in the “There to Here” manager presentation component.
- **Toastmasters Youth Leadership Program** – Students are guided through public speaking skills using the “Toastmasters Youth Leadership Program” materials.
- **Thriving Schools Project** – Working with an assigned partner, or in a team, students will learn about “Healthy Eating, Active Living” and how it can influence health and disease outcomes in the community. This component stresses the importance of engaging public health advocacy in one’s family, school, and community. This program is designed to improve nutrition awareness and increase opportunities for physical activities.

Students will have a mentor for at least two of the Education Days. College interns from the Kaiser Permanente LAUNCH INROADS Program will discuss how higher education can help your career and will answer any questions you have about college and planning for your future.

**SUMMER YOUTH EMPLOYMENT PROGRAM
APPLICATION FOR REGIONAL REFERENCE LABORATORIES
CHINO HILLS (PLEASE PRINT IN BLACK INK)**

TO THE APPLICANT: KAISER FOUNDATION HEALTH PLAN, INC., KAISER FOUNDATION HOSPITALS (TOGETHER KFHP/H), KFHP/H'S SUBSIDIARIES, SOUTHERN CALIFORNIA PERMANENTE MEDICAL GROUP, AND THE PERMANENTE MEDICAL GROUP, INC. ("KAISER PERMANENTE") ARE EQUAL OPPORTUNITY EMPLOYERS. KAISER PERMANENTE MAKES EMPLOYMENT DECISIONS BASED ON QUALIFICATIONS ONLY WITHOUT REGARD TO RACE, RELIGION, COLOR, NATIONAL ORIGIN, ANCESTRY, SEX, AGE, MARITAL STATUS, DISABILITY, MEDICAL CONDITION, SEXUAL ORIENTATION, VETERAN STATUS, OR OTHER NON-JOB RELATED FACTORS PROHIBITED BY APPLICABLE FEDERAL, STATE, OR LOCAL LAWS. KAISER PERMANENTE PROVIDES APPLICANTS WHO HAVE DISABILITIES WITH REASONABLE ACCOMMODATION TO ASSIST IN THE INTERVIEW/HIRING PROCESS. APPLICANTS REQUIRING ACCOMMODATION SHOULD CONTACT THE HUMAN RESOURCES OFFICE. KAISER PERMANENTE IS A SMOKE-FREE WORKPLACE. THIS DOCUMENT MUST BE COMPLETED IN ITS ENTIRETY BEFORE AN OFFER OF EMPLOYMENT CAN BE AUTHORIZED.

PERSONAL DATA

NAME (LAST)	(FIRST)	(MIDDLE)	TODAY'S DATE
ADDRESS (NUMBER)	(STREET)	(APARTMENT #)	PREFERRED PHONE NUMBER (HOME OR CELL): ()
CITY	STATE	ZIP CODE	BEST TIME TO CALL:
EMAIL ADDRESS:			

KAISER PERMANENTE REQUIRES THAT STUDENTS SELECTED FOR THE PROGRAM MUST COMPLETE THE ONLINE JOB PROFILE AT KP.JOBS.ORG IN ADDITION TO THE SYEP APPLICATION. STUDENTS 18 YEARS MUST COMPLETE A BACKGROUND CHECK.
 ARE YOU PRESENTLY 18 YEARS OF AGE OR OLDER? YES NO
 IF "NO", WILL YOU BE 18 BEFORE MAY 1ST? YES NO

EMERGENCY CONTACT PERSONS (NAMES AND TELEPHONE NUMBERS)
 1)
 2)

HAVE YOU EVER VOLUNTEERED AT KAISER PERMANENTE? <input type="checkbox"/> YES <input type="checkbox"/> NO	IF YES, NAME OF FACILITY	WHEN
WHERE	POSITION HELD	NAME USED

WERE YOU A PRIOR KAISER PERMANENTE HIPPOCRATES CIRCLE STUDENT? YES, WHEN: WHERE: NO

ARE YOU CURRENTLY A KAISER PERMANENTE VOLUNTEER? YES, WHEN: WHERE: NO

DO YOU HAVE RELATIVES WORKING FOR KAISER PERMANENTE? IF YES, INDICATE RELATIONSHIP, DEPARTMENT, LOCATION
 YES; RELATION/DEPT/LOCATION: NO

IF HIRED, YOU WILL BE REQUIRED TO FURNISH PROOF THAT YOU ARE LEGALLY AUTHORIZED TO WORK FOR KAISER PERMANENTE IN THE UNITED STATES. PLEASE VISIT THE FOLLOWING WEBSITE FOR ACCEPTABLE EMPLOYMENT ELIGIBILITY DOCUMENTATION:
<http://www.uscis.gov/files/form/i-9.pdf>. CAN YOU FURNISH SUCH PROOF?
 YES NO

**REFERENCES
(NON-RELATIVES)**

NAME	TELEPHONE NUMBER	HOW DOES THIS PERSON KNOW YOU	OCCUPATION
NAME	TELEPHONE NUMBER	HOW DOES THIS PERSON KNOW YOU	OCCUPATION

EDUCATION INFORMATION

CURRENT SCHOOL NAME	CURRENT SCHOOL ADDRESS / PHONE NUMBER
COUNSELOR'S / TEACHER'S NAME	GRADE YOU WILL COMPLETE THIS YEAR

EMPLOYMENT / VOLUNTEER / LEADERSHIP EXPERIENCE

LIST CURRENT AND PREVIOUS WORK EXPERIENCE (INCLUDE VOLUNTEER WORK AND/OR LEADERSHIP ACTIVITIES)

COMPANY NAME / ADDRESS / PHONE	DATES EMPLOYED		JOB TITLE AND DUTIES PERFORMED
	FROM:	TO:	TITLE: DUTIES:
	FROM:	TO:	TITLE: DUTIES:
	FROM:	TO:	TITLE: DUTIES:
	FROM:	TO:	TITLE: DUTIES:
	FROM:	TO:	TITLE: DUTIES:

LANGUAGE PROFICIENCY (OTHER THAN ENGLISH)

LANGUAGE	READS	WRITES	SPEAKS
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

AMERICAN SIGN LANGUAGE (SIGN) YES NO

SKILLS

<input type="checkbox"/> COMPUTER SKILLS	TYPE OF SOFTWARE USED (CHECK ALL THAT APPLY): INDICATE SKILL LEVEL: BEGINNING (B), INTERMEDIATE (I), OR ADVANCED (A)
	<input type="checkbox"/> EXCEL <input type="checkbox"/> WORD <input type="checkbox"/> POWERPOINT <input type="checkbox"/> ACCESS <input type="checkbox"/> EMAIL <input type="checkbox"/> TYPING, WORDS/MINUTE: <input type="checkbox"/> OTHER:

OTHER LIST OTHER SKILLS:

APPLICANT STATEMENT

THIS APPLICATION IS SUBMITTED WITH THE UNDERSTANDING THAT ALL JOB OFFERS ARE CONDITIONAL AND WILL NOT BE CONFIRMED UNTIL SATISFACTORY COMPLETION OF A PRE-EMPLOYMENT HEALTH SCREENING AND URINALYSIS TEST TO DETERMINE THE PRESENCE OF ILLEGAL OR INAPPROPRIATE USE OF ILLEGAL DRUGS. I HEREBY CONSENT TO SUCH REQUIRED SCREENING AND DRUG TESTING AND TO THE INCLUSION OF A STATEMENT WHETHER I HAVE PASSED OR FAILED THE SCREENING IN MY PERSONNEL FILE.

I HEREBY AUTHORIZE KAISER PERMANENTE TO SOLICIT ALL INFORMATION RELEVANT TO THIS APPLICATION. THIS AUTHORIZATION INCLUDES BUT IS NOT LIMITED TO, A CRIMINAL RECORDS CHECK (OVER 18), MY ACADEMIC BACKGROUND, EMPLOYMENT HISTORY AND FEDERAL OR STATE SANCTIONS/EXCLUSIONS. I AUTHORIZE AND REQUEST ALL PERSONS, SCHOOLS, COMPANIES, CORPORATIONS, GOVERNMENTAL, AND OTHER AGENCIES TO RELEASE SUCH REQUESTED INFORMATION TO KAISER PERMANENTE.

I ALSO UNDERSTAND THAT ALL JOB OFFERS ARE CONTINGENT UPON RECEIPT OF SATISFACTORY VERIFICATION OF ALL OF THE ABOVE INFORMATION INCLUDING VERIFICATION OF MY ABILITY TO PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION THAT I HAVE APPLIED FOR.

I CERTIFY THAT THE ANSWERS I HAVE PROVIDED ABOVE ARE TRUE, CORRECT AND COMPLETE AND THAT I HAVE NOT KNOWINGLY WITHHELD ANY FACTS. I UNDERSTAND ANY FALSIFICATION, MISREPRESENTATION OR OMISSION OF FACTS ARE SUFFICIENT REASONS FOR DISQUALIFICATION FROM FURTHER CONSIDERATION FOR EMPLOYMENT OR DISMISSAL AT ANY TIME DURING EMPLOYMENT SHOULD I BECOME EMPLOYED AT KAISER PERMANENTE.

I ALSO UNDERSTAND THAT IF I AM EMPLOYED BY KAISER PERMANENTE, MY EMPLOYMENT CAN BE TERMINATED AT ANYTIME WITH OR WITHOUT CAUSE AND WITH OR WITHOUT NOTICE EXCEPT AS MAY BE MODIFIED BY AN APPLICABLE COLLECTIVE BARGAINING AGREEMENT.

I UNDERSTAND THAT A COPY OF THIS DOCUMENT IS AVAILABLE TO ME IF I SO DESIRE.

APPLICANT'S SIGNATURE:	DATE:
------------------------	-------

ADDITIONAL INFORMATION

IMPORTANT: MUST BE AVAILABLE FOR 3 HEALTH SCREENINGS, 1 HR VISIT, AND 1 DRUG SCREENING BETWEEN MAY 1ST – JUNE 1ST.

WILL YOU BE ATTENDING SUMMER SCHOOL

YES NO NOT SURE; IF "YES", DURING WHAT TIME WILL YOU BE IN SCHOOL? _____ - _____ (EX: 8:30 AM – 12:30 PM)

WILL YOU BE ON VACATION OR OUT OF TOWN ANY TIME BETWEEN JUNE 1ST AND AUGUST 20TH? YES, WHEN: _____ NO

HOW DID YOU HEAR ABOUT THE KAISER PERMANENTE SUMMER YOUTH EMPLOYMENT PROGRAM?

COUNSELOR/TEACHER FRIEND SCHOOL CAREER FAIR PRESENTATION BROCHURE
 KAISER PERMANENTE PHYSICIAN/EMPLOYEE SYEP WEBSITE OTHER: _____

BACKGROUND INFORMATION

NUMBER OF FAMILY MEMBERS (INCLUDING YOURSELF) PRESENTLY LIVING IN THE SAME HOUSEHOLD?

NUMBER OF FAMILY MEMBERS UNDER 21 AT HOME:

WHO ARE YOU PRESENTLY LIVING WITH?

MOTHER AND FATHER MOTHER FATHER OTHER RELATIVE FOSTER PARENT OTHER _____

HAVE ANY OF THE FOLLOWING MEMBERS OF YOUR FAMILY ATTENDED COLLEGE OR ARE CURRENTLY ATTENDING COLLEGE?

A PARENT: YES NO AN AUNT/UNCLE/COUSIN: YES NO A BROTHER/SISTER: YES NO

DO EITHER OF YOUR PARENTS WORK IN HEALTH CARE? YES NO

DO ANY OTHER FAMILY MEMBERS WORK IN HEALTH CARE? YES NO

WHAT ARE YOUR PARENTS' HIGHEST LEVELS OF EDUCATION COMPLETED? (CHECK ONE PER PARENT IF KNOWN)

	MOTHER	FATHER
DID NOT GRADUATE HIGH SCHOOL.....	<input type="checkbox"/>	<input type="checkbox"/>
HIGH SCHOOL.....	<input type="checkbox"/>	<input type="checkbox"/>
SOME COLLEGE.....	<input type="checkbox"/>	<input type="checkbox"/>
ASSOCIATES DEGREE OR TRAINING PROGRAM.....	<input type="checkbox"/>	<input type="checkbox"/>
BACHELOR'S DEGREE.....	<input type="checkbox"/>	<input type="checkbox"/>
GRADUATE OR PROFESSIONAL DEGREE/LICENSE (EX: PHD, MASTER'S DEGREE, ADVANCED PROFESSIONAL LICENSE)	<input type="checkbox"/>	<input type="checkbox"/>

WHAT IS YOUR BEST ESTIMATE OF YOUR FAMILY'S TOTAL INCOME LAST YEAR? CONSIDER INCOME FROM ALL SOURCES BEFORE TAXES.

0-\$16,000 \$16,001-\$30,000 \$30,001-\$45,000 \$45,001-\$60,000 \$60,001-\$80,000 OVER \$80,000

SPECIAL INTERESTS AND HOBBIES

LIST THE THREE (3) SUBJECTS IN SCHOOL IN ORDER OF PREFERENCE THAT ARE OF MOST INTEREST TO YOU

1)	2)	3)
----	----	----

LIST THREE (3) CAREERS / DEPARTMENTS IN ORDER OF PREFERENCE THAT YOU ARE INTERESTED IN LEARNING MORE ABOUT

1)	2)	3)
----	----	----

POLO SHIRTS

STUDENTS ACCEPTED INTO THE PROGRAM WILL RECEIVE POLO SHIRTS THAT ARE AVAILABLE IN *MENS AND WOMENS ADULT SIZES*. PLEASE CHECK YOUR PREFERRED POLO SHIRT SIZE SHOULD YOU BE SELECTED AS AN INTERN. PLEASE CHECK EITHER *MENS OR WOMENS STYLE*.

SM **MED** **LG** **XL** **2XL** **3XL** **MENS** **WOMENS**

SUMMER YOUTH EMPLOYMENT PROGRAM

ELIGIBILITY STATEMENT

Name:	Primary Telephone #: Secondary Telephone #:
-------	--

Explain what interested you about the laboratory/medical field and how you feel this program might help you in the future. (Please write legibly.)

I understand that the Kaiser Permanente Summer Youth Employment Program guidelines for eligibility require that I must be a high school student or a recent high school graduate. If I am under the age of 18, I must obtain a work permit. I am not eligible for this program if I have a parent or legal guardian employed by Kaiser Permanente.

Signature

Date

SUMMER YOUTH EMPLOYMENT PROGRAM

PARENT / LEGAL GUARDIAN CONSENT FORM

We are pleased to consider your child for the KP L.A.U.N.C.H. Summer Youth Employment Program. Please complete this parental/legal guardian consent form and have your child return it with his/her completed Summer Youth Employment Program application packet. Thank you for your cooperation.

My child, (insert name) _____
has my consent to participate in the KP Summer Youth Employment Program should he/she be selected as a SYEP Intern. I assume all responsibility for his/her service in this Program to be in accordance with the policies, procedures, and expectations of Kaiser Permanente employees. I have reviewed the description of the Program. My child may participate in all activities in connection with his/her assigned duties, with or without accommodation.

Please initial below regarding the following:

- _____ I hereby authorize Kaiser Permanente to administer a pre-employment health screening, TB testing, and urinalysis test to determine the presence of illegal or inappropriate use of illegal drugs as a condition of my child's employment. I consent to such required screening and drug testing and to the inclusion of a statement whether my child has passed or failed the screening in his/her personnel file.
- _____ I hereby authorize Kaiser Permanente to solicit all information relevant to my child's application. This authorization includes but is not limited to, (if applicable) a criminal background check, academic background, employment history and federal or state sanctions/exclusions. I authorize and request all persons, schools, companies, corporations, governmental and other agencies to release such requested information to Kaiser Permanente.
- _____ In the event I cannot be contacted, I hereby give permission for Kaiser Permanente to administer emergency health care to my child.
- _____ I hereby give Kaiser Permanente permission to take photographs/video recordings of my child and understand that these photographs/video recordings may be used within the medical center for displays, for media releases, community relations purposes and as keepsakes.
- _____ I give Kaiser Permanente permission to furnish transportation and to transport my child to special events, i.e. field trips or as needed as a condition of employment.

This permission is valid only during the student's working hours at Kaiser Permanente and for the duration of the Summer Youth Employment Program to which my child is applying, with the exception of any photographs/video recordings taken as they may be granted unlimited use by Kaiser Permanente.

Parent/Guardian Signature**

Date

Print Name

** Students who are 18 years of age or older may sign in lieu of their Parent or Guardian.

BUSINESS CASUAL ATTIRE AND INTERVIEWING TIPS

Should you be called in for an interview (and if hired by Kaiser Permanente), please follow the Business Casual Attire Guidelines

1. Examples of Casual Business Attire:

Appropriate business attire should couple traditional career wardrobe items with more comfortable styles still associated with a professional environment.

- Examples for Men: Button-down shirt, polo shirt, or dress shirt/sweater with matching slacks or khakis. Suitable footwear includes loafers, wing tips, or other clean leather shoes / dress shoes.
- Examples for Women: Cotton blouses, short or long sleeve blouse/sweater, button-front shirts, slacks, khakis or mid-length skirts, and casual dresses are appropriate. Suitable footwear includes closed toed heels with back, short heels, boots or other clean leather shoes / dress shoes.

2. Inappropriate Attire:

Casual dress is meant to be comfortable. However, please **do not** wear:

- Clothing that shows midriff, back, or cleavage
- Clothing that is excessively loose, tight, wrinkled or in need of repair
- Jeans, shorts, sweat pants or spandex (of any color or type)
- Hats or headbands
- Open toed shoes, sandals, thongs, flip-flops, clogs, dirty athletic shoes, etc.
- T-shirts, sweat shirts, tank tops, over one shoulder shirts or spaghetti straps.
- Piercings worn in the face or mouth (tongue / nose / eye brow / lip rings, etc.)
- Hair dyed or colored an unnatural color (blue, green, pink, purple, etc.)

QUICK INTERVIEWING TIPS

- **Be prompt.** Arrive least 15 minutes early. Early is on time, on time is late, and late is unacceptable!
- **No smoking**, no gum chewing, no coffee drinking during interview.
- **Dress appropriately.** Before leaving, ask yourself what would you think if someone showed up for an interview, or for work, dressed as you are? What impression do you want to make?
- **Exude confidence.** Always convey a positive attitude.
- **Good posture, no slouching.** Project an air of poise and confidence, not nervousness or laziness.
- **Maintain good eye contact.** Good eye contact will project a high interest and strong self-confidence.
- **Good hygiene.** Wear clean clothes and remember, use very little or no perfume or cologne.
- **Do ask questions.** Great questions to ask in a job interview: "What are you most hoping to find in the person you hire?" and "What would be my first priorities on the job?"
- **Tailor responses to the company's needs.** Research information about the company and emphasize what you can bring to the company.
- **Let the interviewer take control.** General rule: speak 1/3 of the time; no more than 1/2 of the time.

Before leaving home, check to be sure you have:

- Portfolio/Notebook or pad and pen to take notes and extra resume copies.
- Directions and the name and telephone number of the interviewer.
- Change for public transportation, parking meter.

Resume - Sample Document of Student Resume

YOUR NAME

Home Address
Email Address

Home telephone number
Cell phone number

OBJECTIVE
(School and future career plans)

(Examples)

To enroll in a two or four-year college that has a Nursing Program and obtain a BSN degree

OR

To enroll in a four-year college and major in (Business, Liberal Arts, Engineering, Computer Science, etc...) for a future business/management career in health care

OR

To enroll in a two or four-year college and concentrate in the science field for a future Allied Health career (ex: Pharmacy, Physical Therapy, Imaging, Respiratory Therapy, Laboratory, Behavioral Health, etc...)

OR

To become a future Emergency Room Physician, Surgeon, etc...

EXPERIENCE
June 09 to Aug. 09

KAISER PERMANENTE, Pasadena, CA

WIA / Volunteer Program Intern

- Assisted in the preparation of 3 Recruitment career fairs by preparing materials for 500+ candidates
- Re-organized, alphabetized, and verified completeness of 2000+ Employee Files
- Created and presented 5-minute PowerPoint presentation to 10 peers and 10 KP Staff members on Pharmacy department through interviewing 2 department managers and conducting internet research

Nov. 08 to Jan. 09

MACY'S, Hilltop Mall, Richmond, CA

Christmas Helper, Gift Wrap

- Wrapped up to 25 presents per day according to customer designation achieving 100% satisfaction
- Greeted 30 customers per hour answering questions without direct supervision
- Demonstrated excellent customer service skills by greeting customers, providing product knowledge, and answering questions concerning location, price, and style of merchandise

Nov. 07 to Jan. 09

KENNEDY ELEMENTARY SCHOOL, Fresno, CA

Volunteer / Tutor

- Provided one on one math support to three 4th grade students per week
- Created tailored lesson plans to meet each students needs, helping to improve test scores by 20%

EDUCATION

WEST HIGH SCHOOL, 20401 Victor Street, Torrance, CA

11th Grade Student, GPA 3.0

RECOGNITION / EXTRA-CURRICULAR ACTIVITIES

2007 – 2009 West High School Basketball, Varsity team member
2006 – 2007 Kaiser Permanente Student Volunteer, Riverside Medical Center
2007 Future Business Leaders of America (FBLA), Member

SKILLS

Word, Excel, PowerPoint, Access, Adobe Photoshop, Auto CAD, Internet Research, etc...