

# JERMAINE THOMAS II

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## PROFILE

Innovator. High Achiever. Results-oriented. Leader. Focused on delivering superior results. Well organized, creative and strategic thinker. Outstanding interpersonal skills, with a record of creatively solving problems. Respected leader with the ability to train and manage diverse teams to deliver peak performance.

## EDUCATION

### Miami University | Current

Bachelor of Arts: Media and Culture

Bachelor of Arts: Fashion, Corporate,  
Business Concentration

GPA: 3.15

## PROFESSIONAL EXPERIENCE

### Cleveland-Hopkins International Airport | Cleveland, OH

Marketing and Air-Service Development Intern | June 2018- June 2018

- Conducted research on garments and textiles of the cargo industry; presented study findings to department chiefs
- Collaborated with a team of interns to evaluate low sales and improve customer service for an onsite restaurant

Business Development and Management Intern | June 2017-August 2017

- Developed a service satisfaction survey taken by over 150 guests for the Rock N' Dock Marina to assess service satisfaction levels; and analyzed findings to implement strategies; document customer concerns
- Shadowed the Properties Manager of Leased stands to understand the processing of payments and lease obligations as it relates to maintenance and upkeep of 35-40 rented and available spaces

### Dave's Supermarket, Garfield Heights OH

Front End Manager | June 2017-August 2017

- Informed the staff of change in the price of products along with special discounts and promotions
- Evaluated the activities of the floor employees and monitored activities of cashiers to ensure accuracy of cash
- Trained and supervised staff ; managed effectiveness of front end department; ensured compliance of policies
- Cultivated a welcoming environment by engaging with customers and resolving customer queries in a timely manner

## COMMUNITY ENGAGEMENT AND LEADERSHIP

### Kappa Alpha Psi Fraternity, Inc. | Oxford, OH

Kappa Delta Chapter | President | July 2017 - Present

- Coordinate logistics of numerous events during the semester and lead agenda for bi-weekly chapter meetings
- Oversee all operations and activities and enforce the constitution, laws, traditions, and rules at all times
- Monitor activities of members to ensure fulfillment of duties; managed relations with Greek office and headquarters

### Miami University Gospel Singers | Oxford, OH

Secretary | August 2017 - Present

- Record and analyze member attendance, membership dues and contact information
- Composed weekly emails to remind members of performances and rehearsals

### Miami University Fashion & Design Club | Oxford, OH

Model Committee | August 2016 - Present

- Developed professional and commercial modeling techniques