

**Grace Hounsou**

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**EDUCATION**

**McDaniel College** GPA: 3.49 Westminster, MD  
Bachelor of Arts May 2018  
Major: Business Administration & Accounting Economic

**WORK EXPERIENCE**

 **Spring Intern, Volunteer Income Tax Assistance (VITA)**

Westminster, MD..... Spring 2016

- Working with clients from different backgrounds
- Verifying and identifying informations
- Interview clients before preparing taxes to gather financial information
- Prepare the tax return after interviewing them
- Review the tax return with the clients and the quality reviewer before filing them

 **Summer intern, National Association of School Nurses (NASN)**

Silver Spring, MD.....Summer 2015

- Recorded and processed checks and transactions from members and donors using QuickBooks in order to maintain files
- Demonstrated excellent customer service skills when engaging professionally with donors and members over the phone about status of fees and membership dues
- Used QuickBooks to monitor expenses and create invoice and reports
- Used excel to track credits, debits, and receipts to calculate financial leverage

 **Pizza Hut**

Silver Spring, MD.....2013-Summer 2016

Assistant Manager:

- Showcase exceptional customers service skills and leadership skills by empathetically leading a team of employees, negotiating with customers, and balancing the needs of all parties
- Report all sales at the end of the day by taking and sharing inventory with the corporate office
- Document all stock and merchandising products received
- Evaluate and enforce all health standards in order to maintain safety, responsible operations, and customer health

 **Tutor**

Trinity Washington University.....2014-2015

- Tutored students in Math and French twice a week for seven hours
- Assessed and measured students' skill level by evaluating prior knowledge, testing students learning preferences, and guiding the student to supplemental campus resources
- Working with students without advanced notice

 **Teacher Assistant, Jumpstart**

Washington DC..... Fall 2014

- Work closely with teacher to individualize instruction
- Taught low-income students from three to five years old how to write, read, and speak by employing flexible and tailored lessons plans.
- Served as a role model by demonstration patience and organizations skills
- Worked in a team environment to deliver the most efficient lessons each day

**CAMPUS AND COMMUNITY INVOLVEMENT**

Advisory board of Global Bridge.....Fall 2016  
Phi Alpha Mu service, fundraiser, and historian chair.....Spring 2016 – present  
Member of Africa's Legacy club.....Fall 2015 – present  
Member of Gamma Sigma Sigma, National Service Sorority.....Fall 2015 – present

**SKILLS**

**Language:** French

**Software knowledge:** Microsoft word, Excel, Power Point, QuickBooks, Dropbox, Prezi

**HONORS AND ADWARDS**

Community service certificate, Dean's List (3 semesters), Jumpstart Award