Maximus B. Warrior

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PROFESSIONAL SUMMARY

Motivated business administration student with customer service experience and a strong interest in personal finance and financial planning. Recognized for building positive relationships, communicating effectively with customers of diverse backgrounds, and supporting financial literacy through community service. Eager to apply analytical thinking and interpersonal skills toward a career in financial services.

EDUCATION

Indiana Institute of Technology — *Fort Wayne, IN*

Bachelor of Science, Business Administration – Financial Services — *Expected May 2029*

Minor: Accounting — GPA: 3.35/4.0, Dean's List: 2 Semesters

EXPERIENCE

Sweetwater Sound — *Fort Wayne, IN*

Customer Service Associate — *Oct 2025 – Present*

- Assisted customers with purchases, returns, and product questions in a friendly, professional manner to deliver exceptional customer service.
- Processed cash, credit, and electronic transactions accurately using point-of-sale software, contributing to efficient daily store operations.
- Resolved customer concerns by listening carefully and identifying appropriate solutions, building customer trust through responsive and professional service.

Junior Achievement of Northern Indiana — *Fort Wayne, IN*

Classroom Volunteer — *Sept 2025 – Present*

- Delivered financial literacy and career readiness lessons to students using Junior Achievement curriculum to provide community connections to a local school.
- Explained concepts including budgeting, saving, earning income, and responsible spending through classroom activities utilizing Microsoft 365, Google tools, and interactive presentation platforms.
- Collaborated with classroom teacher on logistics and scheduling to meet organizational goals and benchmarks in a timely manner.

McDonald's — *Hammond, IN*

Cashier — *Sept 2023 – July 2025*

- Processed cash, credit, and mobile payment transactions accurately while balancing speed and attention to detail during high-volume shifts.
- Communicated effectively with customers and team members to resolve questions and maintain efficient service.
- Prioritized multiple responsibilities in a fast-paced environment while meeting quality, accuracy, and customer service standards.

ACTIVITIES & ADDITIONAL SKILLS

Indiana Tech Men's Soccer Team, Member — *Aug 2025 – Present*

English (Native), Spanish (Fluent)