

## Sample Student

Palatine, IL 60067

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### Business Management

Dynamic and results-driven with experience in customer service and sales. Skilled in inventory management, communication, team management, and Microsoft Office operations. Utilize problem-solving, leadership, and organization expertise to contribute to team success and customer satisfaction. Strong work ethic with focus on staying up to date on industry trends. Fluent in Spanish, Polish, and English.

### EDUCATION

Harper College, Palatine, IL

Associate in Applied Science, Business Administration- Management

Expected May 20xx

#### Relevant Coursework

Introduction to Business Organization

Business Law

Principles of Management

Strategic Management

Leadership

Principles of Marketing

### SKILLS

Microsoft Office: Word, Excel, PowerPoint, Access and Outlook

Fluent in Spanish, Polish, and English

### EXPERIENCE

Advantage Solutions, Glen Ellyn, IL

#### Customer Service Management Intern

December 20xx to Present

- Inform customers of unit prices, shipping dates, and anticipated delays in timely manner
- Create ways to improve customer service results by researching, evaluating, and redesigning processes and presenting ideas to team
- Determine amount of staff needed, set hours, and assign specific responsibilities under supervision of department manager
- Manage inventory including ordering parts and equipment needed for department to ensure products are readily available
- Compile customer feedback, create reports for management and provide analysis and solutions

Menards, Schaumburg, IL

#### Assistant Store Manager / Sales Associate

September 20xx to December 20xx

- Assisted with scheduling sales team and performance reviews under manager's supervision
- Gathered sales and profit information to create weekly reports and oversaw inventory maintenance
- Completed extensive training in areas of building materials and hardware and electrical in order to answer guest questions efficiently and helped with home improvement plans
- Provided quick and accurate checkout services to customers at register

### ACTIVITIES

Harper College, Palatine, IL

Business & Entrepreneurship Club - Member

September 20xx to Present