

# YOUR NAME

Town/City, NJ  
Cell Number Email Address  
LinkedIn URL

## PROFILE *(include 3 to 5 lines highlighting the value you bring to the position/employer)*

Accomplished customer service representative with broad experience in all levels of relationship building. Proven ability to manage multiple projects while meeting challenging deadlines. Advanced Microsoft Excel skills. Bilingual in English, Spanish and French.

## EDUCATION

Montclair State University, Montclair, NJ

**BS: Business Administration; Concentration in ...** *(indicate your concentration)* Expected Graduation: May 2020  
Cumulative GPA: 3.39 Major GPA: 3.88 *(do not round up GPA)*

Bloomberg Market Certification, May 2018

### Relevant Coursework *(list only your upper-level courses in your major and only if applying for an internship)*

- Organization Theory
- Management Science
- Managing Human Relations
- Principles of Marketing

Study Abroad – Kyoto University of Foreign Studies, Japan

Summer 2018

County College of Morris, Randolph, NJ

**AS: Business Administration**

May 2017

*\*\*\*(it is not recommended to include your high school education on your resume)\*\*\**

## EXPERIENCE *(use bulleted phrases using action verbs to highlight achievements)*

**Management Trainee Intern – Company Name**– City, State

Sept 2018 – Present

- Generate positive results by focusing on customer service, employee development and profitability
- Reduce the ... cost by ... % and increase customer satisfaction by ... %
- Prepare daily and weekly sales projections utilizing Microsoft Excel
- Awarded the “Employee of the Month” for...

**Assistant Manager – Company Name** – City, State

June 2016 – May 2017

- Supervised and trained 4-6 new employees in the ... Department
- Increased sales by ... % on a quarterly basis
- Coordinated with ... Managers to introduce new products and increase sales

## ACTIVITIES AND HONORS *(include student organizations, volunteer activities, scholarships, and academic achievement)*

- Student Organization, President, MSU 2018 – Present
- McDermott Scholarship 2017 – 2018
- Dean’s List, MSU fall 2017 – spring 2018
- American Heart Association 5K Run, Volunteer Coordinator 2016 – 2017
- Habitat for Humanity, Volunteer 2015 – 2016

## SKILLS *(include computer and language skills and certifications)*

- Bilingual in English and Spanish; conversational in French
- Microsoft Office – Word, Outlook, Excel (Pivot Tables, Vlookup), PowerPoint, Access
- Familiar with QuickBooks and Java
- CPR and First Aid Certification, valid through August 2020