

John Doe

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OBJECTIVE

To obtain an Internship position in Consumer Lending-Business Operations at Wells Fargo

EDUCATION

Michigan Technological University

BS Marketing

GPA 3.22 | Departmental GPA 3.50

Houghton, MI

Expected May 2015

WORK EXPERIENCE

Wells Fargo

Houghton, MI

Jun 2012 - Present

Teller/Customer Service

- Building customer relationships and processing their diverse transactions
- Identifying customers financial needs and matching those with Wells Fargo's products
- Exceeding performance sales goals by consistently reaching threshold, along with reaching Bronze, Silver, and Gold levels
- Maintaining and balancing a cash drawer on a daily basis
- Understanding/complying with all financial/confidentiality banking policies, procedures, and regulations

INTERNSHIP EXPERIENCE

Auto-Owners Insurance

Traverse City, MI

May 2014 - Aug 2014

Underwriter

- Developed professional and technical expertise through intensive training
- Obtained Underwriting Certificates in Homeowners Coverage, Underwriting Basics, Automobile Insurance Policy and Property-Casualty Principles
- Reviewed and analyzed insurance applications from agents
- Made decisions based on eligibility rules while using own judgment and reasoning to determine risk
- Reviewed and inspected housing, property, and inland marine for insurance renewals

MARKETING PROJECT

Wells Fargo

- Assessed the customer service/transactions and traffic at the teller drive-thru window
- Identified that our customers had no flat surface to use to fill out deposit tickets adding to transaction time, resulting in longer wait times for subsequent customers
- Designed a mini clip board with a pen attached to it, making it more convenient for customers to fill out deposit/withdrawal tickets, which resulted in faster service at the drive-thru window
- Presented design to store manager, it was implemented and is still in use

MARKETING EXPERIENCE

Association of Student Marketing Researchers

- Reassessing the existing marketing club to identify areas for improvement
- Designing brochures, flyers, and presentations to recruit new members
- Performing marketing research - including surveying
- Networking with and shadowing at companies who are in the marketing field

COMPUTER SKILLS

Store Vision Teller (Wells Fargo software) | Desktop publishing and photo editing software
Excel | Access and Publisher | MS Word | PowerPoint

VOLUNTEER EXPERIENCE

Build/renovate affordable housing/**Wells Fargo Habitat for Humanity Team**, Houghton, Aug 2012-Present

Collect Pet supplies/Dog walker, **Copper Country Humane Society**, Houghton, May 2010- Present

Collect donations/participate, **Wells Fargo Relay for Life Team**, Houghton, Jun 2013- Present