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John Doe

OBJECTIVE

To obtain a position as a sales representative at AT&T.

EDUCATION

Michigan Technological University
BA Sound Design
GPA: 3.5

Houghton, MI
Expected 2017

Delta College
Associate in Arts
GPA: 3.187

University Center, MI
Graduated 2015

CUSTOMER SERVICE EXPERIENCE

Delta College
Student Assistant Supervisor
Student Assistant

University Center, MI
Jan - May 2015
May 2013 - Jan2015

- Student Supervisor of 4 peer student assistants.
- Trained new assistants and ensured professionalism and exemplary customer service, including FERPA regulations and policies on information protection.
- Delegated project assignments and ensured quality of work.
- Collaborated with supervisor to identify and implement operation system and procedural improvements.
- Completed numerous and diverse special projects, including data collection analysis and reporting to ensure all students completed required placement tests and all test scores were recorded for their seamless entrance.
- Provided exemplary customer service as front-facing, first-touch representative of school.
- Answered phone calls and provided information/help or direction to the appropriate office/person for additional assistance.
- Main tour guide for groups of 1 to 80 people, 3rd to high school kids and their parents, to non-traditional students returning to college.
- Customized tours to degree types/programs highlighting areas and professionals for specialized information.

LEADERSHIP EXPERIENCE

InterVarsity Christian Fellowship-Delta Chapter

Aug 2012 - May 2015

- Strategically identified and developing future organization leaders for consistent transition into a 2-year college.
- Identified leadership conferences for membership attendance and write and presented grand proposals for funding.
- Lead and facilitated large and small group events, discussions, and meetings.