

Riley Chong

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Objective: Seeking an Enterprise Rent-A-Car's management trainee position utilizing leadership and communication skills, in addition to strong work ethic

Education: University of Connecticut, Storrs, CT
Bachelor of Science, Mathematics (December 20XX)
GPA: #.#/4.0; Dean's List: Fall 20XX, Spring 20XX

Relevant

Coursework: Business Writing; Public Speaking; Mathematical Statistics; Theory of Labor Markets

Skills: Microsoft Word, Microsoft Excel, Microsoft PowerPoint
Facebook, Twitter
Fluent in Chinese (Mandarin)

Experience: Applebee's, Willimantic, CT
Shift Lead (January 20XX - Present)

- Financing 75% of education through full-time employment
- Supervise up to 15 servers and four hostesses per shift to ensure quality customer service
- Resolve issues arising during shift such as shortage in shift crew and customer dissatisfaction
- Conduct inspections to meet company standards and expectations
- Collaborate with other shift leads and leadership team to organize annual all-staff retreat
- Recruit and train new staff on company's customer service policies, philosophy, and responsibilities
- Prepare weekly summary report of sales and administrative information for restaurant manager

Server & Hostess (March 20XX - January 20XX)

- Greeted and ushered customers in a friendly demeanor upon arrival
- Communicated clearly with kitchen staff to ensure accuracy and timelines of orders
- Maintained courteous and regular interaction with customers during duration of visit

Bursars Office, University of Connecticut, Storrs, CT

Student Assistant (July 20XX - Present)

- Archive physical student files to internal electronic database for future analysis
- Interact effectively with parents, students, and University staff to respond to various billing inquiries and direct to appropriate offices or other resources

Activities: EcoHusky Student Group, University of Connecticut, Storrs, CT

This student group is focused on raising environmental awareness among UConn students in an engaging and informative manner. In addition to weekly meetings and campus wide sustainability initiatives, this group also organizes Green Week.

Member (September 20XX - May 20XX)

- Increased awareness on the implications of using plastic materials on global weather and the environment by staffing booths at University locations such as the Student Union and residence halls
- Initiated communication strategies on social media sites such as Facebook and Twitter to increase presence of club and spread the message to high school and college students

WORKING STUDENT - Revised July 2015

The format of this résumé can be used for any major/field

David L. Stephens

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Objective

Seeking a full time position as a marketing analyst utilizing analytical, problem solving, and organizational skills

Education

University of Connecticut, Storrs, CT

Bachelor of Science, Statistics, *May 20XX*

GPA: ###/4.00

Springfield Technical Community College, Springfield, MA

Associate of Science in Business Administration, Management, *August 20XX*

GPA: ###/4.00

Current Work Experience (financing 75% of education through part-time employment)

Reid Marketing & Advertising, Manchester, CT

Marketing/Project Assistant, *March 20XX-Present*

- Analyze customer satisfaction survey with three colleagues and prepare quarterly reports for management
- Utilize InDesign to create mock marketing materials for presentations at corporate meetings
- Propose new marketing dashboard to increase effectiveness of data compilation and analysis
- Liaise with the sales department to identify effective marketing and advertising strategies
- Collaborate with marketing coordinator to evaluate all marketing and advertising materials for content management products and services
- Attend training workshops to increase familiarity with SQL and HTML

Prior Work Experience

Webster Bank, Springfield, MA

Customer Service Associate, *June 20XX-August 20XX*

- Assessed customer's prior financial history to suggest best personal loan or credit card plan, resulting in an 80 percent plan acceptance rate
- Guided customers during application for new credit cards or personal loans to ensure understanding of the process and requirements
- Utilized marketing dashboards to analyze customer needs and desired services
- Created and reviewed annual branch services satisfaction survey under the supervision of branch manager
- Prepared and presented annual customer projection report for credit card and personal loan applications

Staples Headquarters, Framingham, MA

Administrative Coordinator - Accounts, *December 20XX-February 20XX*

- Organized and maintained department's office supplies, subscriptions, staff schedules, and annual budget
- Compiled and proofread all written documents for the department which were utilized by full department
- Managed payroll system (Genesis) for department of 50 staff
- Supervised up to three office assistants and performed annual performance reviews, having difficult conversations at times, but resulted in increased employee performance

Skills

Microsoft PowerPoint, Word, Excel, Outlook, SAP, HTML, SQL, Adobe InDesign