**Sample Student**

Palatine, IL 60067

847.555.1212

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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