

## Sample Student

Palatine, IL 60067

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### CUSTOMER SERVICE REPRESENTATIVE

Strong focus on customer service with experience building positive relationships with clients/customers, team members and management. Strong communication, time management and organizational skills. Fluent in Spanish and English.

### EDUCATION

Harper College, Palatine, IL  
Pursuing Associate in Arts Degree

August 20xx to Present

### SKILLS

Microsoft Office: Word, Excel, PowerPoint  
Fluent in Spanish and English

### WORK EXPERIENCE

IKEA, Schaumburg, IL

April 20xx to Present

#### Sales Associate / Cashier

- Provide visitors with a positive shopping experience by meeting or exceeding all customer service standards
- Ensure that returns and exchanges are completed accurately and in timely manner
- Collaborate with managers and team members to achieve company goals
- Complete procedures to maintain correct stock levels
- Follow all cashier balancing policies and procedures

### VOLUNTEER EXPERIENCE

Bridge Youth and Family Services, Palatine, IL

April 20xx to December 20xx

#### Youth Mentor

- Provided role modeling and friendship to mentees who benefit from having an additional adult in their life
- Helped mentees develop better social, emotional and academic skills through planned activities, phone and email check-ins and group coaching sessions

### ACTIVITIES

Harper College, Palatine, IL

- Student Government Association September 20xx to Present
- Business & Entrepreneurship Club February 20xx to Present