

**Kathleen Minion**

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**OBJECTIVE**

To obtain a position in the field of **Business Management**

**EDUCATION**

Harper College, Palatine, IL

Associate in Applied Science, Business Administration - Management

Expected May 20xx

**Relevant Coursework**

Introduction to Business Organization  
Principles of Management  
Leadership

Business Law  
Strategic Management  
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
- Create ways to improve customer service results by researching, evaluating and redesigning processes
- 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
- Compile customer feedback and create reports for management

Menards, Schaumburg, IL

**Assistant Store Manager / Sales Associate**

September 20xx to December 20xx

- Assisted with scheduling sales team and performance reviews
- 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 effectively and helped with home improvement plans
- Provided quick and accurate checkout services to customers at register

**ACTIVITIES**

Harper College, Palatine, IL

Business & Entrepreneurship Club

September 20xx to Present