

JOHN RUSSELL

123 Anywhere Lane
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OBJECTIVE

Interested in a full-time position utilizing analytical, research and customer service skills in a business office environment

EDUCATION

Bachelor of Science, General Business with a minor in Accounting
Missouri State University; Springfield, MO Expected Graduation: August 20xx
Current GPA: 2.90

RELEVANT WORK EXPERIENCE

Career Development Trainee - Claims September 20xx – Present
ANPAC, Springfield, MO

- Created spreadsheets using Microsoft Excel to track claims activity along with other information to provide Claims Manager update on current claims
- Reviewed and analyzed claims reports to identify what action to consider prior to forwarding to Claims Representative
- Observed interactions between policy holders and Claims Representatives to learn how to handle claim situations
- Contacted car rental companies to arrange temporary car replacements for policy holders of auto claims.

Bank Teller December 20xx-August 20xx
Empire Bank; Springfield, MO

- Processed bank teller transactions accurately and promptly
- Stayed informed and listened attentively to customers to recognize selling opportunities
- Sold and advertised account products such as auto and home loans, checking, savings, CD and money market investments

COMPUTER SKILLS

- Competent in QuickBooks
- Skilled in Microsoft Word, Excel and PowerPoint

ACTIVITIES

- Delta Sigma Pi Business Fraternity August 20xx-Present
- Missouri State University Accounting Club August 20xx-Present

VOLUNTEER

- Participated in a Relay for Life Team 20xx – 20xx
 - Team earned over \$500 to donate to American Cancer Society

JULIA L. KASSEL

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OBJECTIVE

Interested in an internship allowing creativity, interpersonal communication, and leadership skills in a marketing setting

EDUCATION

Missouri State University (MSU); Springfield, MO Expected Graduation: May 20xx
Bachelor of Science, Marketing emphasis in Advertising & Promotions GPA: 3.15
Ozark Technical College (OTC); Springfield, MO May 20xx
Associate of Applied Science, Business & Marketing GPA: 3.38

ACADEMIC PROJECT

- Social Media Marketing Project** Fall 20XX
- Worked with a 4 student group to analyze consumer behavior through use of social media
 - Studied impact of social media optimization (SMO), search engine optimization (SEO) & pay per click advertising
 - Created marketing survey and surveyed over 100 consumers about internet purchasing behavior
 - Wrote 10 page report on research, strategy and proposal

RELEVANT WORK EXPERIENCE

- Cheddars; Springfield, MO* January 20xx – Present
Waitress, Part-time approximately 25 hours a week
- Create pleasant atmosphere with friendly attitude and responsive attention for customers
 - Manage time effectively, multi-tasking and waiting on approximately 100 customers during a 5-hour shift, serving food and beverages while ensuring customers are satisfied
 - Communicate with co-workers to ensure proper food, beverages, and services are provided
 - Anticipate customer needs and initiate in providing service or resolving problems
- Borders; Springfield, MO* May 20xx-December 20xx
Sales Associate, Part-time 20 hours a week
- Arranged merchandise in sections of store to create more exposure to specially featured books, DVDs, and CDs and to advertise Borders' merchandise more effectively
 - Provided information and researched items per customer requests
 - Served as cashier; held accountable for money in cash drawer

COMPUTER SKILLS

- Proficient with Microsoft Word, Excel, Access and PowerPoint
- Proficient in Adobe and Photoshop
- Familiar with web design and development

ACTIVITIES

- Advertising Club, MSU Fall 20xx
- Students in Free Enterprise (SIFE), MSU & OTC August 20xx - Present
- Distributive Education Clubs of America (DECA), OTC January 20xx-May 20xx