

GENERAL

FirstName LastName

Address

City, Texas ZIP

(210) 555.5555

lname@uiwtx.edu

SKILLS & QUALIFICATIONS

- PC & Mac proficient in Microsoft Word, Excel, Outlook, Power Point, Appleworks, Firefox, Internet Explorer, Microsoft Publisher, Microsoft FrontPage
- Excellent interpersonal skills
- Able to communicate effectively, both orally and in writing

EDUCATION

Bachelor of Arts in **Art**, Minor in **Marketing**

University of the Incarnate Word, San Antonio, Texas

Graduation Pending May 2012

Grade Point Average: 3.9, 4.0 in major

**Maintained a 3.9 GPA while working 35 hours per week*

EXPERIENCE

Senior Resident Assistant

University of the Incarnate Word-Residence Life, San Antonio, Texas

August 2009-May 2011

- Ensured safety of up to 100 residents by strictly enforcing all university rules and guidelines
- Maintained healthy relationships with residents and other resident assistants
- Required to perform problem-solving in fast-paced environments including conflict resolution
- Created presentations and activities about topics affecting today's college students

Senior Student Assistant

University of the Incarnate Word-Office of Career Services, San Antonio, Texas

July 2004-June 2007

- Greeted & assisted up to 100 students per week with questions regarding all aspects of career planning, resumes, cover letters, and internships
- Assisted in the creation of a procedure manual for use by co-workers
- Ensured accurate upkeep of online & in-office job databases
- Designed and created numerous PowerPoint presentations covering a wide array of topics

Cashier/Trainer

Party City, San Antonio, Texas

July 2003–August 2005

- Responsible for properly training incoming cashiers in all facets of job function (up to 10 cashier trainees at one time)
- Created numerous checklists and training aids, increasing levels of retention
- Designed and implemented alternative training programs to fit individual & specialized needs of new cashiers
- Maintained customer relationships and resolved customer complaints
- Was promoted in September 2004 to Lead, requiring performing a managerial role
- Prepared nightly accounting reports, ensuring all records were complete & accurate
- Created organized lists of all product sold throughout store in order for employees to increase product placement knowledge
- Detected employees not adhering to and enforced policies & procedures, including write-ups and other managerial actions as necessary

AWARDS & HONORS

Dean's List, University of the Incarnate Word, all semesters 2011-current

University of the Incarnate Word Resident Assistant of the Year, 2005-2006

University of the Incarnate Word Resident Assistant of the Month, August 2005

Party City Employee of the Month, July 2004 and June 2005

UIW Academic Scholarship, \$11,200

References Available Upon Request

BUSINESS

FirstName LastName

Address

City, Texas ZIP

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lname@uiwtx.edu

Education:

Bachelor of Business Administration, International Business

University of the Incarnate Word

San Antonio, Texas

Minor: Economics

Graduation Pending: May 2007

Grade Point Average: 3.66 cumulative, 3.9 in major

- Maintained a 3.66 GPA while holding office in the UIW Business Club, providing support for two residence halls, and working 30+ hours a week

Applicable Coursework:

Integrated Senior Project (Capstone II)

Created business plan and advertising strategies for a local Japanese restaurant to expand their catering sector and increase in-store sales. Used data from industry analysis and specially tailored methodologies to support our recommendations.

- Presentation, Business Plan, and supporting documents placed in display case at UIW
 - Restaurant owner has executed our recommended advertising tactics
 - A main strategy to hire a Sales Manager was implemented within two weeks
 - Professor recorded group's presentation to use as a model of success
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Summary of Qualifications:

- Ability to prioritize tasks, juggle multiple projects, and stay focused from project initiation to completion
 - Possess a thorough understanding and sensitive nature towards diverse cultures
 - Strong leadership qualities
 - Strong problem-solving skills, resourceful
 - Ability to work quickly, accurately, and with attention to detail
 - Highly proficient in MS Office
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Clubs & Organizations:

¡Adelante! Annual Leadership Institute

Summer 2006

¡Adelante! U.S. Education Leadership Fund

- Nominated and chosen as top candidate to attend
- Presented topics and events to UIW Business Club members

Executive Council - Professional Development

8/2005 - Present

University of the Incarnate Word Business Club

- Strengthened existing relationships between employers and the UIW Business Club as well as proactively pursued contact with local and national businesses in an effort to benefit business majors/students

Member – Theta Gamma Chapter

8/2004 - Present

Delta Mu Delta International Honor Society in Business Administration

Employment:

Export Leaders Program Intern

City of San Antonio

International Affairs Department

1/2007 - Present

- Assist in planning, execution, and budgeting
- Solely responsible for compiling educational materials for participating businesses
- Identify local companies with export potential, commitment to explore international markets and success in the domestic market
- Report directly to the Global Trade and Foreign Investment Manager
- Correspond with the City's three foreign trade offices in Mexico in order to assist program participants with potential trade leads and other international business opportunities

Senior Resident Assistant

Residence Life Department

University of the Incarnate Word, San Antonio, Texas

12/2004 - Present

- Resident Assistant of the Month for September 2006
- Promoted within 5 months
- Primarily responsible for management, supervision, operations, and evaluation of 4 Resident Assistants
- Responsible for 2 residence halls with 140 international residents
- Moderator for Resident Assistants and Residence Life Professional Staff
- Maintain safety, security, and all operations in the halls
- Various team building and residential hall programming development, 24/7 Emergency Response

Senior Office Assistant

Office of Career Services

University of the Incarnate Word, San Antonio, Texas

8/2003 – Present

- Professional office and phone etiquette in dealing with students, faculty, staff, and recruiters
- Design flyers to promote upcoming events
- Update and maintain accurate online job database system
- Flexible and willing to adapt to changing circumstances in order to support the Office of Career Services projects and staff

Administrative Coordinator

Alamo City Property Management

5/2006 – 8/2006

- Organized all processes for a new business
- Created easily accessible filing system
- Formed an advertising plan promoting business services and products
- Created procedure manual for owner's use

Awards & Honors:

- Dean's list: Fall 2003 – Fall 2006; all semesters
 - University of the Incarnate Word Academic Scholarship
- 8/2003 - Present
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Community Service:

- University of the Incarnate Word's Golden Harvest
- University of the Incarnate Word's Light the Way
- Junior Rockets Little League Football Committee