

# CLIENT NAME

123 Name Of Street, Apt. \*\* ♦ City, ST 12345 ♦ (555) 555-5555 ♦ name.name@outlook.com

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## CUSTOMER SERVICE AND PROJECT MANAGEMENT

As a dedicated and knowledgeable professional with 14 years experience in customer service, sales, project management and administration, I seek to bring my skills and abilities to add value to your company.

- ♦ Effective utilization of logical and creative thinking to work towards resolutions.
- ♦ Time management skills and priority setting to efficiently carry out responsibilities.
- ♦ Enthusiastic learner, eager to meet challenges and quickly assimilate new concepts.
- ♦ Exceptional communicator who effectively conveys information with a range of people.
- ♦ Outstanding ability to multi-task whilst maintaining high-level organization in a changing environment with numerous and competing deadlines.
- ♦ Adept ability to work well individually and within a multi-dimensional team environment.
- ♦ Proficient in Microsoft Word, Excel and PowerPoint; Salesforce.com, Infopoll, and Resumix.

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## KEY SKILLS

- ♦ Community Development
- ♦ Fundraising
- ♦ Marketing
- ♦ Event Planning
- ♦ Social Media Operations
- ♦ Sales
- ♦ Customer Service
- ♦ Internet Research
- ♦ Customer Reporting

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## PROFESSIONAL EXPERIENCE

### **(NAME OF) FAMILY LEARNING CENTER**

**Teacher**, September 2011 – Present

- ♦ Manage classrooms for grades 1-4 and assist with curriculum development.
- ♦ Ensure that all students are participating, working closely with special needs children.

### **Long-Term Temporary Employment**

#### **(NAME OF) DESIGN**

**Office Manager**, January 2013 – Present

#### **(NAME OF) SOCIAL**

**Hostess**, January 2013 – Present

#### **(STORE NAME)**

**Special Order Coordinator**, March 2012 – December 2012

#### **(COMPANY NAME)**

**Receptionist**, January 2010 – December 2010

#### **(NAME...) CONSULTING**

**Sales Marketing Representative**, February 2009 – July 2009

#### **(PARAGON MISPELLED COMPANY NAME!)**

**Account Project Manager**, December 2007 – December 2008

- ♦ Served as Project Manager for new implementations of M5's voice service.
- ♦ Managed over 800 customer accounts as part of a team, including enterprise clients.
- ♦ Supported product development staff to obtain and evaluate customer feedback.
- ♦ Created client checklist for business continuity process and contingency planning.
- ♦ Saved more than 50 dissatisfied customer relationships through exceptional customer service.

#### **(COMPANY NAME)**

**Account Executive**, April 2005 – May 2007

- ◆ Independently developed marketing plan for targeted territory to sell enterprise instant messaging (CIM), archiving, anti-spam/anti-virus and web securities software.
- ◆ Sourced and prospected new clients while exceeding monthly sales targets.
- ◆ Maintained award-level lead generation statistics among enterprise sales team.

**(STORE NAME)****Associate Manager**, November 2001 – April 2005

- ◆ Managed daily operations, security, loss prevention and staffing for consumer goods retailer.
- ◆ Performed a wide range of administrative duties including managing and adhering to a \$1 million budget, associate development, scheduling and payroll.
- ◆ Provided professional and courteous customer service at all times.
- ◆ Responsible for fiscal inventory controls, problem resolution and daily reconciliations reports.

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**COMMUNITY ACTIVISM**

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**ORGANIZATION NAME****Events Coordinator**, 2009 – Present

- ◆ Serve as liaison between businesses, local charities and over 1000 members of the (name), a local social organization.
- ◆ Organize several recurring fundraising events for the (name), including the annual holiday party, the Spare-a-Square Happy Hour and various group volunteer nights.
- ◆ Maintain regular dialogue with mainstream and social media channels to engage interested parties and to promote events and the organization.

**(CITY NAME) SHELTER****Event Committee Chair**, 2009 – Present

- ◆ Raise over \$80,000 at the recent 30<sup>th</sup> anniversary gala dinner.
- ◆ Spearhead the annual silent auction fundraiser, which raises in excess of \$10,000 annually.
- ◆ Initiate new fundraising events targeting different segments of the local donor population.
- ◆ Serve as a Volunteer Social Media Coordinator.

**(CITY NAME) VOLUNTEER AMBULANCE CORPS****Event Planner/Fundraiser**, 2012 – Present

- ◆ Raise \$8,500 towards purchase of replacement vehicles following Hurricane Sandy.
- ◆ Coordinate community celebration including donation solicitation and public official proclamation.
- ◆ Serve as a Co-chair for the Gala to Rebuild (city name).

**(NAME OF..) GALA****Gala Chair**, 2012 – Present

- ◆ Manage volunteer team responsible for second annual gala, raising over \$25,000 in donations.
- ◆ Solicit donations from local businesses while helping to conduct silent auction.
- ◆ Serve s Project Manager for (Name) Journal.

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**EDUCATION**

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**BACHELOR OF ARTS IN HUMAN SERVICES**

(Name of) University, City, ST, 1999

\*\*\* References Available Upon Request \*\*\*