

# GENERAL

**First Name Last Name**

Address

City, Texas ZIP

(210) 555.5555

lname@uiwtx.edu

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## 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**

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## 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

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## 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