

Susie Queue

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OBJECTIVE

Admission to Organizational Psychology program

EDUCATION

State University, Los Angeles, CA

MBA in Marketing

June 2007

Thesis: This Little Piggy Went To Market

State College, San Diego, CA

BA in History

June 2004

Focus on Elizabethan England and its impact on the world

EMPLOYMENT

First Company, Inc., Los Angeles, CA

January 1, 2007 - present

Customer Service Manager

- Oversee Customer Service Department
- Supervise Customer Service Representatives

- Winner, First Company Excellence Award

Second Corporation, San Diego, CA

January 1, 2003 - December 31, 2006

Customer Service Representative

- Provide service to customers via telephone and email
- Respond to all inquiries within 24 hours

- Successfully reorganized call escalation protocol

Third Company, LLC, Fresno, CA

January 1, 2000 - December 31, 2002

Administrative Assistant

- Route incoming telephone calls
- Type official correspondence
- Distribute mail and interoffice memoranda
- Responsible for administration and reconciliation of petty cash fund

- Helped implement new telephone system

SKILLS

Language - Fluent in Spanish, intermediate French

Computer Skills - Microsoft Office, several popular accounting packages

Personal Interests - Member, Toastmasters International
Volunteer, Memorial Hospital Chaplaincy Program

Publications - Published article and review of literature in Journal of Business Practices (January 2007)