

Jane Doe

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(123) 456-7890

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SUMMARY

- ◆ Self-motivated and results-oriented individual offering a solid educational background in business administration, with hands-on experience in quality customer services, general office management, and e-commerce business strategies.
- ◆ Excellent communication, organization and time management skills. Strong multitasking abilities. Proven record of streamlining operations to improve workflow and cost efficiencies, while developing long-term customer commitments.
- ◆ Computer proficient in Windows 98/2000/XP, Microsoft Office Suite (Word, Access, Excel), Quicken, Adobe PhotoShop 6.0/7.0, HTML, and the Internet. Skilled in database management and Website development.

EDUCATION

Flagler College, St. Augustine, FL **2001 – 2005**

- ◆ Bachelor of Arts; Communication, Emphasis in Business / Graduated Cum Laude

Courses completed include:

Business Administration; HR Management; Mass Communication Law; Managerial & Behavioral Processes in Organizations; Leadership & Organizational Methodologies; Problem Solving in Group Communications; and Visual Communications.

St. Augustine High School, St. Augustine, FL **1997 – 2001**

- ◆ Graduated with Honors / Ranked 16th in class

EMPLOYMENT HISTORY

Administrative Assistant

Salldros, St. Augustine, FL

November 2001 – June 2005

- ◆ Directed administrative operations for this diamond and jewelry wholesaler and reseller of antique radios generating \$500K in annual revenue and serving a worldwide market.
- ◆ Managed general office administration and e-commerce business strategies, and oversaw the development and maintenance of marketing and customer service programs.
- ◆ Oversaw shipping and receiving of all inventory, and maintained customer and inventory database systems. Created an inventory management system that substantially improved inventory control, identification, and location functions, while eliminating confusion caused by duplicate stock.

Cashier

Publix Supermarket, St. Augustine, FL

1998 – 1999

- ◆ Ensured quality customer services and accurate cash transactions. Performed cleaning and restocking functions as necessary.

Cashier / Service

Adventure Circle, St. Augustine, FL

1997 – 1998

- ◆ Performed cash register functions and end-of-day accounting. Assisted in food preparation, service orders, and kitchen maintenance. Provided child supervision and arcade maintenance.