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**SUMMARY OF QUALIFICATIONS**

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- ▶ Dedicated and self-motivated individual offering a solid educational background in business administration, with extensive hands-on experience in quality customer services, general office administration, and e-commerce business strategies. Trained to deliver the programs and processes necessary for success. Consistently produce results above client and employer expectation.
- ▶ Excellent communication, organization and time management skills. Strong multi-tasking abilities, needing little or no supervision. Work well both independently and as a contributing member of the team. Proven record of achievement in reducing costs, streamlining operational efficiencies, and generating long term customer commitments through superior customer service.
- ▶ Proficient in Windows 98/XP, Microsoft Office Suite (Word, Excel, Access), Adobe Photoshop, and the Internet. Applied experience in database management and Website development.

**Areas of Focus**

- ▶ Business Administration / P&L
- ▶ HR Operations Management
- ▶ Quality Customer Services & Retention
- ▶ Program & Project Leadership
- ▶ Sales & Revenue Growth Strategies
- ▶ Documentation & Mass Communications

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**EDUCATION**

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**Name of Institution**, City, State**December 2006**

- ▶ **Bachelor of Arts in Communications.** Emphasis in Business Administration/ GPA: 3.7/4.0

Coursework included:

- ▶ Business Administration, HR Management, Mass Communications, Business Law, Managerial & Behavioral Processes in Organizations, Leadership & Organizational Methodologies, Problem Solving in Group Communications, and Visual Communications

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**INTERNSHIP**

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**Business & Marketing Intern****Name of Company**, City, State**May 2006 – August 2006**

- ▶ Analyzed financial records and produced sales forecasts. Developed print and e-commerce marketing collateral. Completed detailed market research and competitive market analysis. Documented findings and reported to company CEO.

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**EMPLOYMENT HISTORY**

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**Administrative Assistant****Name of Company**, City, State**November 2003 – December 2006**

- ▶ Directed sales, marketing and administrative operations for this 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. Oversaw development and maintenance of marketing and customer service programs.
- ▶ Supervised shipping and receiving of all inventory. Designed and supported an inventory database system that strengthened inventory control and replaced a previous antiquated, manual system. Created a customer contact system that substantially improved customer relations and increased sales through special promotions programs.

**Head Cashier****Name of Company**, City, State**June 2001 – October 2003**

- ▶ Ensured quality customer services and accurate cash transactions. Performed cleaning and restocking functions, as necessary. Promoted to Head Cashier within three months of employment.

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**PROFESSIONAL ASSOCIATION**

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- ▶ American Business Association

**November 2006 – Present**