## IM A. SAMPLE IX

987 Northridge Drive Omaha, Nebraska 68123 (402) 543-1234 imasample9@xxx.com

**OBJECTIVE:** Position in Human Resources Administration utilizing strong human relations, customer service and problem solving skills.

### PROFESSIONAL SKILLS AND ACCOMPLISHMENTS

#### **Analysis and Problem Solving**

- Researched and developed a survey instrument, subsequently used to obtain employee information on their satisfaction with the company's employee relations program.
- Compiled and analyzed statistical data to identify potential sources for use in developing annual recruiting program.
- Completed independent research project on the impact of "family friendly" human resources policies on employee retention.
- Conducted quality control inspections, analyzed results and developed action plans to address areas of concern.

### **Communications and Customer Relations**

- Provided orientation and training to new employees and advised them on the effective handling of customer complaints.
- Greeted applicants, scheduled interviews, conducted reference checks and participated in on-campus recruiting activities and career fairs.
- Received Customer Service Satisfaction Award for high quality of services provided to both vendors and customers.
- Handled customer inquiries and sales; effectively represented company to vendors and prospective customers, resulting in a 15% increase in just six months.

### **EDUCATION**

**Bachelor of Science**, Bellevue University, Bellevue, NE (In Progress)

• Major: Psychology Minor: Communication Arts

• Expected Graduation: August 20xx

• GPA to date: 3.98/4.00 Dean's Scholar

**Associate of Arts,** Iowa Western Community College, Council Bluffs, IA (20xx)

• Area of Emphasis: Business Administration

## **WORK EXPERIENCE**

**Senior Sales Associate**, Precision Tool, Omaha, NE (20xx to present) **Human Resources Intern,** Oriental Trading, Omaha, NE (Spring Semester 20xx)

# REFERENCES FURNISHED UPON REQUEST