

Susan Sample

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Objective:

Full-time entry-level position as a Sales Representative Associate in the Business field

Education:

Associate in Applied Science, Business: Financial Services, May 2005

Monroe Community College, Rochester, NY

Overall GPA: 3.51

Honors and Accomplishments:

Member, Dean's List, 2002-2004

Member, Entrepreneur Club, Monroe Community College, 2003

Relevant Courses:

Money and Banking

Accounting Principles I & II

Intermediate Accounting

Business Law I

Corporate Finance

Principles and Practices of Customer Service

Microcomputer Keyboarding

Professional Communication

Customer Service and Business Related Skills:

- Demonstrate consistently high levels of professionalism and courtesy with both customers and associate employees
- Experienced in all aspects of sales accountability including price quotations, order entry, order status, scheduling, and shipping/logistical concerns
- Manage sales order backlog, and consistently reduce customer backlog issues
- Advanced in diffusing customer concerns and decisive in determining appropriate solutions
- Interface with appropriate departments for prompt and accurate service to customers
- Understand the importance of product specifications, inventory levels, enhancements, and product compatibility; employ this knowledge in determining prompt issue resolution

Co-op Experience:

Northwestern Mutual Financial Network, Rochester, NY, Spring 2001

- Responsible for establishing and managing a clientele of 5 clients
- Set up appointments, discussed client's current situation, analyzed client's situation
- Evaluated client's current situation and goals, determined client needs and presented appropriate recommendations
- Provided ongoing service and follow-up

Additional Work Experience:

Customer Service Associate, Sam's Club, Henrietta, NY, May 1998-Present

Cashier, Wegman's, Henrietta, NY, July 1997-May 1998

References:

Available upon request