

# Steve Sample

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1234 Resume Boulevard

Rochester, NY 14620

585-555-1212

## Objective

Full-time position in the Computer Information Systems field

## Education

**Associate in Applied Science, Computer Information Systems, May 2005**

Monroe Community College, Rochester, NY

GPA: 3.75

## Honors and Accomplishments

Member, Phi Theta Kappa, Fall 2002-Present

Member, Dean's List, Fall 2002-Present

## Relevant Courses

Building and Maintaining the PC

Programming for Information Systems

Technical Writing

Supervising for Quality

Structured Systems Analysis and Design

Introduction to Networks

Digital Computers and Information Processing

## Skills

Visual Basic, MS Windows 95/98/NT, and UNIX 4.0/5.0

Fluency in Spanish

## Work Experience

**Customer Service Representative, Xerox, Rochester, NY, May 1999 - May 2002**

- Answered calls regarding copiers, products and machine maintenance
- Used/searched database to help troubleshoot customer concerns
- Utilized company specific computer program to log telephone calls/data
- Trained 6 new employees in customer service and computer systems

**Telemarketer, Citibank, Rochester, NY, July 1995 - May 1999**

- Contacted prospective clients via telephone to sell/market services
- Entered information into computerized banking database
- Ensured customer satisfaction with prompt, friendly service

**Sales Associate, The Bon-Ton, Henrietta, NY, March 1993 - June 1995**

- Provided service to customers in the catalog department
- Entered orders into computer system daily
- Trained new employees online ordering computer system

## Activities

Secretary, Association of Computer Users, Monroe Community College, 2003

Volunteer, Boys and Girls Club, Rochester, NY, 1998-Present