

John Smith



Baltimore, MD

jmith223@gmail.com

443-xxx-xxxx

Education

University of Baltimore Jan. 20xx-Current

B.S. in Business Administration

Information Systems and Technology Management

- Dean's List 20xx-20xx
- Helen P. Denit Honors Program

Community College of Baltimore County 20xx

A.A Degree in Business Administration

I.T. Qualifications

- C programming
- Oracle SQL
- Windows OS
- Cisco IOS
- Visio
- GNS3
- Introductory Database Management Techniques
- Project Management Fundamentals
- Created an Introductory Accounting program
- Experience in office databases

Relevant Skills

- Over 3 years of customer service
- Proficient in Microsoft Office Suite
- Excellent multi-tasking skills
- Bilingual, fluent in Spanish and English

Professional Summary

I.T. professional seeking to transfer classroom experience to the work place. Experience as an active team member in a fast paced environment.

Work Experience

Kelly Insurance Group, Baltimore, MD

Benefits Advisor

March 20xx - Present

- Developed custom health benefit packages
- Evaluated needs and made plan comparisons
- Organized alternative benefit solutions compliant with ACA regulations
- Arranged and instructed, enrollments and cancellations

Renita Prevot Ins. (State Farm), Baltimore, MD

Agent Staff

January 20xx – March 20xx

- Marketed new promotions
- Responsible for sales quotas
- Managed accounts

Chipotle Mexican Grill – BWI Airport, Baltimore, MD

Kitchen Manager

March 20xx – January 20xx

- Maintained high standards in a fast paced environment
- Performed the restaurant's administrative duties
- Trained new employees according to standard operating procedures
- Met strict deadlines, motivated team, and ensured fast customer throughput

Urban Works, Baltimore, MD

Canvassing Agency Recruiter

June 20xx – March 20xx

- Trained and recruited canvassers
- Developed sales pitches for canvassers
- Interpreted data, and collected data from routes
- Developed rebuttals and counter strategies for new employees

Marshall's Department Store, Baltimore, MD

Sales Associate

April 20xx – June 20xx

- Co-managed Footwear stock room
- Performed inventories, TJX CO. product coding, and recalls
- Completed sales, and maintained excellent customer service
- Promoted long-term goal of customer's loyalty and satisfaction