First Last Name

123 Main Street, Athens, AL 35611 ● (256) 123-4567

firstlastname@my.athens.edu ● finding-your-linkedin-public-profile-url

EDUCATION

Athens State University, Athens, AL
Bachelor of Science, Accounting, 2019
- GPA 3.75
- Member, Phi Theta Kappa Honor Society (2018 – 2019)
- Vice President, Athens State University IMA Student Chapter (2017 – 2019)
- Secretary, Student Government Association (2017 – 2019)

EXPERIENCE

2015 – Present   **The Marshall Organization, Huntsville, AL**
IT Support Assistant
- Provide front-line information technology support to employees in 3 local offices.
- Streamline customer support call routing procedure which decreased customer wait time by 15%.
- Coordinate with vendors for equipment replacements, including computers, printers, and other devices.
- Maintain exceptional standards of customer service, receiving the "Customer Excellence" award two consecutive years.

2014 – 2015   **Media Play, Huntsville, AL**
Sales Associate/Department Lead
- Evaluated product profit margins and implemented employee training program to increase promotion of higher margin products which resulted in a 35% increase in revenue, while raising customer satisfaction.
- Generated daily sales expectation charts for department and individual employees from budget projections.
- Dramatically improved customer loyalty score in department from 65% to 97% satisfaction.

2011 – 2014   **Skate Park, Madison, AL**
Sales Representative
- Designed marketing literature and organized distribution efforts that led to record season pass sales.

ACTIVITIES

2019   **Beasley Field Fest, Athens, AL**
Student Government Association, Student Council Member
- Collected payments for t-shirts which raised over $300 for club fundraising.

2017 – 2019   **The Tennessee Valley Old Time Fiddlers Convention, Athens, AL**
Student Government Association, Volunteer
- Served as a volunteer for annual Fiddler's Convention. Assisted in registration of vendors, organization of booths and tables which generated over $3,500 to benefit SGA.