

Business Beth

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Education

Bachelor of Science in Communication Minor: Psychology
Arizona State University, Tempe, AZ

May 20XX
GPA: 3.72 /4.00

Internship and Leadership

Human Resources Intern, Vanguard, Tempe, AZ

January 20XX-Present

- Create a company survey for employees to gauge employee satisfaction and use collected responses to implement new customer service practices
- Give weekly updates to all team members on any new customer concerns and issues so these can be solved promptly in order to ensure customer retention rates
- Maintain office organization by keeping customer files in order and easily accessible to decrease service delays, leading to an increase in positive customer experiences
- Resolve interpersonal conflicts between managers and employees as needed to ensure that employee rights and company policies are maintained

Vice President, Hispanic Business Students Association, Arizona State University

August 20XX-Present

- Develop an agenda with 4 other officers on a weekly basis to organize meetings for student members, which includes professional members of the community as guest speakers
- Communicated with employers in order to connect members with internships and job opportunities with companies such as Wells Fargo, United Technologies, and Intel Corporation among others

Work Experience

Office Assistant, Arizona State University, Tempe, AZ

February 20XX-December 20XX

- Ordered and distributed 400 brochures to keep students informed about all of the services our office provides such as financial and career services
- Suggested increased social media engagement in platforms such as Facebook, Instagram, and twitter, thereby increasing office traffic by over 40%
- Managed connectivity issues with the printer and video conferencing cameras successfully

Lead Server, Oregano's, Tempe, AZ

April 20XX-November 20XX

- Trained new employees on the responsibilities of the position to ensure smooth operations
- Provided high quality customer service to more than 100 guests per day, working with other team members to create an excellent dining experience and ensure return visits

Study Abroad

International Business, Prague, Czech Republic

May 20XX-June 20XX

- Took part in a 300 level Principles of International Business course alongside 30 other international students with most students being from outside the US
- Presented an international business model with four teammates using research-based articles to support the sustainability of the project

Academic Projects

Group Project, Introduction to Management Communication

January 20XX-May 20XX

- Collaborated with 3 other students to present a mock corporate target report that explained the total revenue, product revenue, service revenue, and net margin of the company, effectively earning an A for the project
- Presented a PowerPoint slide show utilizing analytical, visual, verbal, and written communication styles to explain the market dashboard and its accompanying graphs

Skills

Languages: Fluent in spoken and written English and Spanish

Technical Skills: Microsoft Access; Microsoft SQL Server; Confluence, Excel, Tableau