

# Susie Queue

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Springfield, CA 90001

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## SKILLS

**Language** - Fluent in Spanish, intermediate French

**Computer Skills** - Microsoft Office, several popular accounting packages

**Personal Interests** - Member, Toastmasters International  
Volunteer, Memorial Hospital Chaplaincy Program

**Publications** - Published article and review of literature in Journal of Business Practices (January 2007)

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## EMPLOYMENT

**First Company, Inc., Los Angeles, CA**

*January 1, 2007 - present*

### Customer Service Manager

- Oversee Customer Service Department
- Supervise Customer Service Representatives
- Winner, First Company Excellence Award

**Second Corporation, San Diego, CA**

*January 1, 2003 - December 31, 2006*

### Customer Service Representative

- Provide service to customers via telephone and email
- Respond to all inquiries within 24 hours
- Successfully reorganized call escalation protocol

**Third Company, LLC, Fresno, CA**

*January 1, 2000 - December 31, 2002*

### Administrative Assistant

- Route incoming telephone calls
  - Type official correspondence
  - Distribute mail and interoffice memoranda
  - Responsible for administration and reconciliation of petty cash fund
  - Helped implement new telephone system
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## EDUCATION

**State University, Los Angeles, CA**

MBA in Marketing

*June 2007*

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Thesis: This Little Piggy Went To Market

**State College, San Diego, CA**

BA in History

*June 2004*

Focus on Elizabethan England and its impact on the world

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