

Susie Queue

101 Main St.
Springfield, CA 90001
phone: (213) 555-1234
cell: (310) 555-2345
susie@example.com

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)

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

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
