

JACLYN V. SILVA

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OBJECTIVE

To find a creative and challenging position in the Business Marketing field.

AREAS OF EXPERTISE

- Proficient in Microsoft Office Suite
 - Strong Organizational skills
 - Excellent Customer Service skills
 - Event Coordination and Planning
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HIGHLIGHTED CAREER ACHIEVEMENTS

- **Academic Merit Scholarship**- Throughout all four years in college.
 - **Business Mentoring Program** - Worked with local business professionals gaining valuable insight into key business practices.
 - **Deans List** - Achieved a GPA of 3.5 or higher.
 - **Zeta Tau Alpha** - Vice President 1 (Coordinator of Committees) Organized all of the events in the sorority including Philanthropic events for Breast Cancer.
 - **Merrimack Planning Board** - Planned events and activities to take place on campus for all students to attend.
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PROFESSIONAL EXPERIENCE

BOSTON PARTNERS FINANCIAL GROUP, Andover, MA

05/2009 - 05/2010

Compliance Intern

- Systemized and maintained life insurance contracts
- Created Excel documentation for specific categories to assist in record retention
- Provided customer service for external customers
- Coordinated weekly customer transaction logs

McQUADE LIBRARY at Merrimack College, North Andover, MA

04/2007 - 05/2010

Circulation Desk Assistant

- Customer support for patrons and providing them with information and/or required material
- Maintained filing of library materials

PUTNAM INVESTMENTS, Andover, MA

10/2008 - 05/2009

Customer Service Intern

- Provided information to shareholders
- Assisted in moving funds as requested

EDUCATION

Bachelor of Science in Marketing, Merrimack College, 2010
Studio Art Minor; 3.0 GPA