**John L. Doe**

7676 Fairview Dr., Berkeley, CA 94704 510-849-7658, [johndoe@gmail.com](mailto:johndoe@gmail.com)

**SUMMARY OF QUALIFICATIONS**

* 4 years managerial experience, scheduling employees, instructing students, and collaborating with staff to lead outdoor wilderness trips
* 5 years of customer service experience with an ability to prioritize work tasks and work well under pressure
* 4 years of front office experience managing appointments, phone, filing, and record keeping
* Training in Wilderness Safety and Survival Skills

**CERTIFICATIONS**

* California State Emergency Medical Technician, EMT – B 12/2012

(Certificate Number: E289758)

* BLS – American Heart Association Certification 1/2011
* First Aid Certification 1/2011

**EXTERNSHIPS**

**Clinical Emergency Medical Technician**, 8 hours

Kaiser Permanente, Emergency Medical Department, Oakland, CA 9/2012

* Responsible for …
* Assisted with…

**Field Emergency Medical Technician**, 10 hours 10/2012

Paramedics Plus, Alameda County, CA

* Responsible for …
* Prepared…

**EMPLOYMENT HISTORY**

**Rock Climbing Instructor** 5/2008 – Present

Adventure Rock, San Francisco, CA

* Coordinated staff schedules and weekly meetings to improve

instructor coverage and front desk staffing

* Instructed all levels of rock climbing safety and techniques
* Collaborated with staff members to organize and implement rock climbing

wilderness adventure trips

**Customer Service Representative**  3/2007 – 8/2012

Honda Service Department, Oakland, CA

* Received the award for “Going Above and Beyond”
* Provided exemplary customer service phone and in-person support
* Created procedures for streamlining the customer service process

EDUCATION

University Of California Bachelor of Arts, GPA: 3.8 6/2007

**COMMUNITY INVOLVEMENT**

Emergency Medical Services 1/2013

San Francisco Pride, San Francisco, CA

**References Available Upon Request**