

Lily Tomson

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Objective To secure an entry level position as a Human Resources Assistant in higher education or a human service agency. Would welcome the opportunity to design, conduct, and evaluate training programs.

Education **Northeastern Illinois University** Chicago, IL
Bachelor of Arts in Human Resources Development- *GPA: 3.7/4.0* **05/2011**
Minor: Communication Studies (Communication Media and Theatre)

Coursework Instructional Techniques and Technology, Designing Instruction in Human Resource Development, Communication and Human Resource Development, Adult Teaching and Learning Process, Dynamics of Working with Groups and Individuals.

Internship

The Art Institute of Chicago- Chicago, IL **01/09-05/09**
Intern- Human Resources Office

- Conducted new employee orientation and assisted in the interview process
- Reviewed, evaluated, and recommended resumes to managers based on staffing needs
- Assisted benefits staff with reviewing and auditing pension files
- Prepared and updated management reports concerning interns payroll
- Updated event postings online and in physical locations

Employment

T-Mobile Retail Store- Chicago, IL **04/07-Present**
Customer Service Representative

- Provide excellent customer service by following up with customers on a timely manner
- Answer specific questions about products, offer technical support, handle product returns and solve problems with orders in a professional manner
- Train newly hired staff on Customer Care Program and company's services
- Exceed company's retail goals by 10 % over six consecutive months
- Maintain appropriate data records of daily monetary transactions on computer and record book
- Submit daily reports to the manager on major achievements, customer complaints, and technical problems.

Technical Skills

- *Computer skills:* Microsoft Office, ERC Data Plus, Ascentis
- *Language skills:* Spanish (fluent), Polish (conversational abilities)

Leadership & Activities

- President, Human Resource Development Student Association **01/ 2009**
- Active Member, Society of Human Resource Management **09/ 2008**
- Volunteer, Chicago Chapter- American Society for Training and Development **06/ 2007**

Honors

- *Recipient*, Who's Who Among Students (2009)
- *Recipient*, U.S. National Dean's List (2008)