

## JUAN A. SANCHEZ

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**OBJECTIVE** A management position that requires excellent interpersonal, organizational and supervisory skills. Would welcome assignments in operations, sales/marketing, customer service, human resources or related areas.

**EDUCATION** Northeastern Illinois University Chicago, Illinois  
Bachelor of Science in Management May, 2001  
G.P.A. 3.2/4.0

•Financed 90% of education through part-time employment and student loans.

### PROFESSIONAL PROFILE

**Management** •Supervised various youth recreational activities.  
•Trained new employees in effective sales and direct mail techniques.  
•Frequently served as store supervisor in the manager's absence.

**Interpersonal** •Demonstrated effective persuasive skills in retail sales.  
•Provided excellent customer service by phone and in person.  
•Resolved customer complaints effectively and efficiently.  
•New student orientation facilitator and group leader.

**Organizational** •Provided administrative support in producing all forms of office communications.  
•Designed and developed a coding system for a university research project.  
•Organized and recorded data as a research assistant.  
•Recognized by supervisors as being efficient and detail oriented.

**LANGUAGES** Speak, read and write Spanish/English fluently.  
Basic conversational ability in Italian.

**COMPUTER SKILLS** IBM PC & Mac formats, Windows 95-95 and ME versions, Microsoft Word 2000, Excel, PowerPoint, Printshop 12, Lightwave several E-Mail formats and the Internet.

### EMPLOYMENT HISTORY

**Good Luck Rent-A-Car**  
Customer Service Representative

Park Ridge, Illinois  
1998 to present

**Northeastern Illinois University**  
Research Assistant

Chicago, Illinois  
1997 - 1998

**Chakotay Gift Emporium, Ltd.**  
Sales Associate/Cashier

La Forge, Illinois  
1995 - 1996

**Dominion Community Church**  
Youth Minister

La Forge, Illinois  
1995 - 1996