

# Reinhardt König

## Human Resources Intern

*Driven college student seeking entry-level employment as a human resources intern with Borgen Project. With a knack for organization, collaboration, and leadership, I believe I could build upon my current administrative skills to further enhance the experience of clients and staff alike.*

### WORK EXPERIENCE

#### Wayne State University

Administrative Specialist

Detroit, MI | 2020 - current

- Developed automated system for ordering office supplies across 3 departments, reducing inventory review time by 180+ hours annually
- Created outlines for all meetings, increasing attendance rates by 62%
- Resolved inquiries and disputes with students and faculty, reducing the rate of complaint filings by 24%
- Directed students and vendors around the administration building

#### Ascension

Medical Office Front Desk Receptionist

Detroit, MI | 2018 - 2020

- Greeted 50+ patients and answered 20+ phone calls per day
- Reviewed patient documentation and insurance information before submission, reducing database entry errors by 74%
- Cleaned lobby area and organized front office to create a welcoming space

### PROJECTS

#### Social Media Campaign

2019 - 2020

- Operated as sole social media campaign lead for university project, attaining 150K subscribers on YouTube and 1.3M followers on Instagram
- Responded to 100% of comments, boosting reach by an additional 13%
- Utilized data-driven techniques to analyze social media algorithms to prioritize posts, performing better than 95% of campaigns

#### Marketing Research Analysis Project

2021 - 2022

- Led initiative across 14 top universities to compare marketing performance of materials sent to prospective incoming freshmen
- Identified 6 data-driven areas for Wayne State University to improve the marketability of pamphlets, flyers, and other mail-in materials
- Collaborated with university staff to make suggested changes, increasing the number of campus visits by 11%

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### SKILLS

- Employee Recruitment/Retention Strategies
- Intuitive Communication
- Conflict Resolution
- Microsoft Office
- Google Suite
- Asana
- Organization
- Data Analysis

### EDUCATION

Bachelor of Arts

Management of Human Resources

Michigan State University

2018 - current

East Lansing, MI