

## FUNCTIONAL

**IM A. SAMPLE IX**  
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**OBJECTIVE:** Position in Human Resources Administration utilizing strong human relations, customer service and problem solving skills.

## **PROFESSIONAL SKILLS AND ACCOMPLISHMENTS**

## **Analysis and Problem Solving**

- Researched and developed a survey instrument, subsequently used to obtain employee information on their satisfaction with the company's employee relations program.
  - Compiled and analyzed statistical data to identify potential sources for use in developing annual recruiting program.
  - Completed independent research project on the impact of "family friendly" human resources policies on employee retention.
  - Conducted quality control inspections, analyzed results and developed action plans to address areas of concern.

## **Communications and Customer Relations**

- Provided orientation and training to new employees and advised them on the effective handling of customer complaints.
  - Greeted applicants, scheduled interviews, conducted reference checks and participated in on-campus recruiting activities and career fairs.
  - Received Customer Service Satisfaction Award for high quality of services provided to both vendors and customers.
  - Handled customer inquiries and sales; effectively represented company to vendors and prospective customers, resulting in a 15% increase in just six months.

EDUCATION

## **Bachelor of Science**, Bellevue University, Bellevue, NE (In Progress)

- Major: Psychology Minor: Communication Arts
  - Expected Graduation: August 20xx
  - GPA to date: 3.98/4.00 Dean's Scholar

**Associate of Arts**, Iowa Western Community College, Council Bluffs, IA (20xx)

- Area of Emphasis: Business Administration

## **WORK EXPERIENCE**

**Senior Sales Associate**, Precision Tool, Omaha, NE (20xx to present)

**Human Resources Intern**, Oriental Trading, Omaha, NE (Spring Semester 20xx)

## **REFERENCES FURNISHED UPON REQUEST**