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| **Susie Queue** | | **101 Main St.**  **Springfield, CA 90001**  **phone: (213) 555-1234**  **cell: (310) 555-2345**  **susie@example.com** |
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| **PERSONAL** | **Date of Birth**: January 1, 1980  **Place of Birth**: Toronto, Ontario, Canada  **Citizenship**: Canadian  **Visa Status**: Permanent Resident | |
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| **OBJECTIVE** | Position as lecturer in Organizational Psychology | |
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| **EMPLOYMENT** | **First Company, Inc., Los Angeles, CA**  *January 1, 2007 - present*  **Customer Service Manager**   * Oversee Customer Service Department * Supervise Customer Service Representatives * Winner, First Company Excellence Award   **Second Corporation, San Diego, CA**  *January 1, 2003 - December 31, 2006*  **Customer Service Representative**   * Provide service to customers via telephone and email * Respond to all inquiries within 24 hours * Successfully reorganized call escalation protocol   **Third Company, LLC, Fresno, CA**  *January 1, 2000 - December 31, 2002*  **Administrative Assistant**   * Route incoming telephone calls * Type official correspondence * Distribute mail and interoffice memoranda * Responsible for administration and reconciliation of petty cash fund * Helped implement new telephone system | |
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| **EDUCATION** | **State University, Los Angeles, CA**  MBA in Marketing  *June 2007*  Thesis: This Little Piggy Went To Market  **State College, San Diego, CA**  BA in History  *June 2004*  Focus on Elizabethan England and its impact on the world | |
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| **SKILLS** | **Language** - Fluent in Spanish, intermediate French  **Computer Skills** - Microsoft Office, several popular accounting packages  **Personal Interests** - Member, Toastmasters International  Volunteer, Memorial Hospital Chaplaincy Program  **Publications** - Published article and review of literature in Journal of Business Practices (January 2007) | |