

Ian Smith

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Profile

Recent college graduate who is passionate about helping others and providing exceptional customer service. Combines experience assisting people in fast-paced, high-pressure environments with exceptional organizational, time-management, and communication skills.

Key Skills

- Academic background human resources, management, and communications
- Customer service expertise on the phone and in person
- Proficient in Microsoft Office, Google Suite, and Adobe Acrobat
- Outgoing and courteous

Education

Bachelor of Science in Business Administration - Human Resources Management

University of Pittsburgh, Pittsburgh, PA, August 2016-May 2020

Professional Experience

Intern, XYZ Corporation, Pittsburgh, PA

September 2019 – May 2020

- Assisted the Human Resources Director at the headquarters of a Pittsburgh-based corporation
- Answered phones and transferred calls to appropriate staff
- Scheduled meetings and travel arrangements for Human Resources Director
- Attended meetings and took notes
- Assisted in the revision of three employee training manuals, which were distributed to over 1,000 employees
- Provided support in the planning and execution of six employee training seminars, including booking locations, devising a schedule, coordinating speakers, and arranging catering

Server, Chain Restaurant, Pittsburgh, PA

September 2017 - Present

- Take food and beverage orders, enter order into point-of-sale system, and run food and beverages to tables at high-volume fine-dining restaurant
- Assist customers and ensure a positive dining experience by being friendly, attentive, and helpful
- Process payments via cash and credit card, and provide accurate change to customers as needed
- Provide support to front-of-house and back-of-house staff by clearing tables, ensuring service stations are stocked, and performing closing and opening tasks as necessary