

KEY FEATURES:

Summary of skills

Two experience areas

List skills most relevant to the job you are applying for by reading the job description and make it unique for each resume.

Amy Lee

Santa Barbara, CA
(805) 555-1234
Amy.lee@college.edu

OBJECTIVE

Summer hostess at Bambino's Ristorante utilizing customer service skills

SUMMARY OF SKILLS

- *Leadership:* Voted into leadership position by peers and entrusted to make decisions for residence hall floor
- *Language:* Bilingual Cantonese, spoken and written
- *Communication:* Training and tutoring experience in food service and educational settings. Consistently received positive evaluations from supervisors
- *Technical:* Proficient in Microsoft Office Word, PowerPoint, and Excel

EDUCATION

University of California, Santa Barbara (UCSB) Expected June 20xx
Bachelor of Arts, English
GPA: 3.5
Deans List: Fall 20xx, Winter 20xx, Spring 20xx

Incorporate any residence hall or customer/food service experience.

CUSTOMER SERVICE EXPERIENCE

Trainee Supervisor and Cashier Sept 20xx - Sept 20xx
Jamba Juice, Fog City, CA

- Interfaced with customers, in person and on the phone, and answered questions regarding various products
- Ensured guest satisfaction through problem solving and excellent customer service
- Supervised and trained new employees on cashier and customer service protocol, safety standards, and company mission
- Promoted from cashier to trainee supervisor within 3 months of employment
- Demonstrated attention to detail, professionalism, and efficient organization

LEADERSHIP EXPERIENCE

Community Service Chair Sept 20xx - Present
San Miguel Residence Hall, UCSB, Santa Barbara, CA

- Participated in weekly Executive Board meetings by taking notes and facilitating discussions
- Organized quarterly community outreach for 300+ residents
- Collaborated with fellow Community Service Chairs to host hall events
- Met monthly with hall council to vote on allocation of hall funds, up to \$2,000

Volunteer Tutor Sept 20xx - Dec 20xx
Fog City Middle School, Fog City, CA

- Tutored eighth grade students in Math, English and Biology in one-on-one and small group settings
- Developed original study tips guide for students which increased test scores by 8% in 3 months