

JANE SMITH

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INTERNATIONAL STUDIES GRADUATE WITH EXTENSIVE TRAVEL EXPERIENCE

SUMMARY OF SKILLS

A self-motivated and driven recent college graduate offering a passion for excellence, formal education, international living experience, and practical, hands-on training in a variety of capacities and environments. Recognized as a performer accustomed to working under fast-paced, high-volume, time-sensitive conditions and the ability to manage multiple responsibilities simultaneously, successfully and efficiently resolve issues, and consistently meet and exceed established goals and objectives. Team-player/team-builder acknowledged for the propensity to develop and maintain solid relationships with students and colleagues from diverse backgrounds. Flexible in accepting assignments and responsibility. Quick learner with the capacity to easily grasp, apply, and present new ideas, concepts, methods, and technologies. Highly developed interpersonal, communication, organizational, and problem-solving skills. Microsoft Office/Photoshop Proficient. United States Citizen. Fluent in Russian and proficient in French.

KEY STRENGTHS

- *New Student Orientations*
- *Customer Service/Satisfaction*
- *Staff Supervision/Training*
- *Project Planning/Execution*
- *Event Planning/Coordination*
- *Team-Building/Leadership*
- *Activity Planning/Coordination*
- *Administrative/Office Support*
- *Group Collaboration/Facilitation*
- *Student Advisement/Mentorship*
- *International Living Experience*
- *Presentations/Demonstrations*

EDUCATION/HONORS

Bachelor of Arts Degree in Russian Language, Literature, and Culture

University of Washington, Seattle, Washington; Graduated: June 2011

- New Student Orientation (NSO) Leader (2008)

Study Abroad Program in Linguistics of Russian, French, and English

Dubna International University of Nature, Society, and Man, Dubna, Russia; Sept. 2009 - Jun. 2010

- Dean's List ▪ Student Body Government

CERTIFICATIONS

- Teaching English as a Second Language (TESL) Certificate; Completed July 2011
- Teachers of English to Speakers of Other Languages (TEFOL) Certificate; Completed July 2011
(Includes Business English Teaching)

PROFESSIONAL CHRONOLOGY

ABC Company <i>Hostess</i>	Any Town, USA	Oct. 2010 - Mar. 2011
ABC Company <i>Stock Associate</i>	Any Town, USA	Jun. 2009 - Aug. 2009
ABC Company <i>Office Assistant</i>	Any Town, USA	Jun. 2008 - Dec. 2008
ABC Company <i>Shift Lead</i>	Any Town, USA	May 2007 - Aug. 2009

KEY QUALIFICATIONS

- Experienced traveler with a commitment to internationalization; extensive travel and living experience in the Middle East, Northern Africa, Western Europe, and Russia.
- Key integral member/leader of the New Student Orientation (NSO) team; welcomed and developed rapport with up to twenty (20) new students and their families, facilitated activities, workshops and events, assisted students with the enrollment process, served as an academic and social role-model, and maintained ongoing relationships with students throughout the academic year.
- Assisted in supervising the 2004 elections in Dubna, Russia; set up voting stations, ensured only one (1) person entered the voting booth at a time, and verified the name on the ballot matched the voter's identification card.

KEY QUALIFICATIONS (CONTINUED)

- Direct responsibility for front-line customer interactions; handled reservations, greeted customers, organized large parties, seated customers, and resolved problems.
- Supervised a staff of up to three (3) team members per shift; assessed performance and provided ongoing training, mentoring, and support.
- Modeled customer service for staff and promoted sales in every customer and team member interaction.
- Provided exceptional service to the public and ensured client satisfaction; handled multiple incoming telephone lines, answered inquiries, and managed point of sale services and cash flow.
- Selected (out of seventy (70) applicants) to serve on the ABC Fashion Board; attended monthly meetings on retail business protocol, planned and executed projects, and delivered presentations within the community.
- Managed and performed a wide variety of administrative duties including filing, faxing, mailing, answering phones, and organizing large volumes of paperwork.
- Organized and employed new procedures to ensure office efficiency.
- Worked independently and resolved issues autonomously.

AFFILIATIONS/VOLUNTEERISM

- French Tutor, ABC High School
- Volunteer, Democratic Committee
- Volunteer, ABC Church
- Volunteer, ABC University Disability Resources for Students