FUNCTIONAL

IM A. SAMPLE IX
987 Northridge Drive
Omaha, Nebraska 68123
(402) 543-1234
imasample9@xxx.com

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