

# Jane Smith

Baltimore, MD | XXX-XXX-XXXX | jane.smith@ubalt.edu

## Education

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**University of Baltimore** – Baltimore, MD Expected December 20XX  
**Bachelor of Science in Business Administration / Specialization: Marketing**

University of Maryland, Baltimore County – Baltimore, MD May 20XX  
**Bachelor of Arts in Media & Communications Studies**

## Relevant Coursework

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- Marketing for Social Media
- Marketing Strategy
- Digital Marketing
- Financial Management

## Computer Skills

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- Highly Proficient on Mac & PC operating systems
- Microsoft Office – Word, PowerPoint, Excel, Publisher, Outlook
- Website Design – basic HTML coding, basic Dreamweaver
- Social Media – Twitter, Facebook, Tumblr, Wordpress

## Employment Experience

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**Customer Service Representative** June 20XX – Present  
*Food Lion* – Elkridge, MD

- Manages the front end of the store, including cashiers, baggers, and registers
- Monitors the customer service desk and aids customers depending on their specific needs – returns, exchanges, lottery tickets, Coinstar receipts, complaints, etc.
- Counts the tills and safe throughout the shift and before closing to verify correct monetary amounts
- Started as cashier; promoted to customer service representative after only three months

**Inventory Specialist** June 20XX – February 20XX  
*RGIS* – Hagerstown, MD

- Managed inventory at retail and grocery establishments throughout Maryland, Virginia, and Pennsylvania
- Scanned items individually or hand-keyed SKUs, depending on the items being counted
- Verified that store inventory counts were accurate and up to management standards

## Honors, Awards, & Extracurricular Activities

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Recipient, Transfer Student Scholarship May 20XX – Present  
Member, Marketing Club December 20XX – Present  
Member, National Society of Collegiate Scholars August 20XX – Present  
Recipient, Dean's List & Semester Honors May 20XX – May 20XX