FirstName LastName

Baltimore, MD | (410) 555-5555 | tstudent@gmail.com

Education

Bachelor of Science in Business Systems & Processes   May 20XX
Towson University, Towson, MD
- GPA 3.5
- Dean's List: two semesters
- Systems and Processes (SAP) Recognition Award

Software Skills: Project Access, Bizagi Process Modeler, SharePoint Designer, SAP, SAP Lumira, Salesforce, UiPath,

Relevant Coursework: Enterprise Resource Planning (ERP); ERP Systems Analysis and Design; ERP Configuration

Work Experience

Business Intern   May 20XX – August 20XX
McCormick, Hunt Valley, MD
- Worked directly with the customer quality team to identify and resolve concerns, met weekly as a team; individually resolved two concerns per week
- Introduced a new data evaluation approach which involved adding visual data to evaluation presentations

Sales Associate   March 20XX – July 20XX
Electronics USA, Hale, MD
- Created a friendly and helpful atmosphere by interacting with customers and helping them locate items of interest
- Responded to customer concerns in an informed and professional manner, approximately three customer concerns per day
- Completed transactions accurately and efficiently to ensure excellent customer service

Camp Counselor   June 20XX – August 20XX
Girl Scouts USA, Smallsville, MD
- Independently facilitated team building activities including high ropes course and zip line
- Developed teamwork skills among participants by generating scenarios to strengthen leadership and facilitate cooperation

Extracurricular Experience

Secretary   September 20XX – present
Towson University Project Management Association, Towson, MD
- Coordinate, schedule and plan weekly meetings as well as co-meetings with the Data Analytics and Visualization Association to share resources and learning opportunities