**Biz Starter**

123 Starter Drive – Huntsville, AL 35816

 bizstarter@bulldogs.aamu.edu

 123-450-0012

**SUMMARY**

**Entrepreneurship Major** with strong **intrapreneurship skills** seeking an **internship** or co-op opportunity

* Three years of progressive retail and customer service experience
* Proficiency with Microsoft Office Suite, PowerPoint and Access
* Proven ability to launch projects from concept to execution

**EDUCATION**

Alabama A&M University Normal, AL

B.S., Entrepreneurship, expected May 20xx

**ENTREPRENEURSHIP PROJECT**

Successfully completed an Entrepreneur Simulation project that was focused on the essentials of running a small retail business. Managed staffing and work schedules for ten staff. Learned about the direct impact of marketing and promotion on sales. Gained practice running the operations side of a small business. Learned how to read and utilize basic financial statements to make sound business decisions. Discovered the effect of good business practices within a local community.

**WORK EXPERIENCE**

**Computers R Us | Customer Service Lead**, Huntsville, AL (*50 hours/week*) June 20xx – Present

* Manage and motivate a team of six that greet, promptly assist and process merchandise payments
* Proposed new process to engage clients; purchases from those customers increased by 20% in three months
* Ensure that shelves are adequately stocked, and that merchandise is displayed to maximize sales

**Best Hotel | Front Desk Operations Team Lead**, Chicago, IL March 20xx– Feb. 20xx

* Led a team of four in absence of manager
* Provided prompt, attentive service to guests checking in and out of hotel
* Handled cash and credit card transactions with accuracy and precision

**Westgate Resort Call Center | Operator**, Atlanta, GA July 20xx – March 20xx

* Helped new and returning guests plan memorable vacations
* Made reservations, welcomed guests and processed cash and credit card transactions
* Made a recommendation to better screen calls; operators increased incoming call handling by 15% and reduced transferred call errors by 25%