**IMA BULLDOG**

123 Safeway Drive, Huntsville, AL 35816 • protecta@bulldogs.aamu.edu • 123-450-0012

**SUMMARY**

* Energetic and results-driven graduate with experience in customer service
* Successful track record of conferring with customers by telephone and in-person to provide them with information regarding products or services
* Expert in taking or entering orders, creating/canceling accounts and obtaining details of complaints

**EDUCATION**

Alabama A&M University (AAMU) Normal, AL

**B.S., Liberal Studies (3.0/4.0 GPA)** December 20xx

**EXPERIENCE**

AAMU, Office of the Vice President of Finance Normal, AL

**Student Assistant** Sep. 20xx - Dec. 20xx

* Compiled financial records, completed requisitions and assisted with filing documents
* Provided backup support to administrative assistant by answering calls and greeting guests
* Assisted staff with sorting and delivering mail

G2 Secure Staffing Agency *(American Airlines)*  Nashville, TN

**Seasonal Ticketing Agent** Dec. 20xx - Aug. 20xx

* Assisted customers with ticketing, processing payments and overall flight reservations
* Followed all internal control procedures for cash handling and credit purchases, and ensured integrity of ticket distribution and accountability
* Rebooked passengers finding new routes for final destination
* Verified government-issued documents were valid for travel
* Handled all special need check-ins including children traveling alone and passengers with physical disabilities

NIKE Nashville, TN

**Seasonal Associate** June 20xx - Dec. 20xx

* Informed customers about sales and promotions in a friendly and engaging manner
* Recommended merchandise based on customers identified needs
* Operated cash register to complete product transactions

**LEADERSHIP + COMMUNITY SERVICE**

Big Brothers, Big Sisters of North Alabama, Mentoring Program | 20xx-present

AAMU Student Government Association | 2016-20xx

Huntsville Rescue Mission*, Volunteer* | 20xx-20xx

Martin Luther King Elementary School*, Volunteer* | 20xx-20xx