



DOMINICAN
UNIVERSITY

Resume Examples

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Fashion – Example Resume

JANE STUDENT

123 Park Street
Elmwood Park, IL 60123

708.123.1234
jane@email.com

OBJECTIVE

Curious, rising fashion designer eager to further skills in pattern making and garment construction. Holds a reputation for meticulous artisanship and admired for healthy creative ambition.

EDUCATION

Dominican University, River Forest, Illinois
Anticipated Graduation, 05/23
Major: Fashion Design, Minor: Fashion Merchandising

Bachelor of Arts
GPA: 4.0/4.0

City Colleges of Chicago, Chicago, Illinois

Associate in Arts 2020
GPA: 3.9/4.0

Relevant Courses:

Apparel Structure and Design (Became well-educated in sewing skills for garment construction)

Flat Pattern Design (Gained experience in drafting patterns using staple design tools)

Textile Science (Studied textile properties and usages for specific projects)

EXPERIENCE

Fashion Department at Dominican University, River Forest, Illinois

Sewing Assistant

01/18/22 – Present

- Advised others with garment construction, pattern alterations, cutting, sewing, and finishing
- Trained students in the use of sewing equipment: irons, sewing, and surging machines

Latina Expo 2021 World of Fashion Festival, Chicago, Illinois

Student Volunteer

10/21

- Produced over 400 event bags with 14 different inserts
- Guided vendors to their assigned booths and assisted with merchandise and set ups

Apparel Industry Board, Inc. 2021 Scholarship Competition, Chicago, Illinois

First-Place Award Recipient

05/21 – 08/21

- Constructed an original design inspired by workwear
- Crafted textile pattern using marbled dyeing techniques

Dominican University Fashion Show 2021, River Forest, Illinois

Volunteer

4/21

- Aided with hem finishes of three garments
- Oversaw merchandise booth raising over \$2,000

SKILLS

- Adobe Programs: Illustrator, Photoshop, and InDesign
- Microsoft Office Suite
- Bilingual in English and Spanish

Graphic Design – Example Resume

JANE STUDENT

123 Park Street
Elmwood Park, IL 60123

708.123.1234
jane@email.com

Portfolio: www.janestudent.com

EDUCATION

Dominican University, Rosary College of Arts and Sciences, River Forest, Illinois

Bachelors of Arts in Graphic Design

GPA: 3.6/4.0

Minor in Marketing

Expected Graduation: May 202X

HONORS & ACHIEVEMENTS

- Mazzuchelli Honors Program 202X-202X

EXPERIENCE

Freelance Work, Chicago, IL

February 202X – Present

Designer & Web Content Manager

- Create flyers for print and digital distribution to customers of local businesses
- Manage web sites for two student organizations and three local companies
- Developed T-shirt designs for the Dominican University Starlette's performance group

Rightside Investments, Oak Brook, IL

October 202X – January 202X

Graphic Design Intern

- Collaborated with design team and clients internally to create pitch books, develop quarterly data sheet updates, and set up email campaigns.

SKILLS

- Highly proficient in Adobe Creative Cloud and Microsoft Office Suite
- Proficient in Quark Xpress, HTML, CSS, XML
- Verbal and written fluency in English and Spanish

PROJECTS

Company Logo Design, News-Tastic LLC

202X

- Three-month project in senior-level design course to create a new logo for local newspaper's rebranding.
- Communicated with company leaders to understand direction of rebranding in terms of artistic style, message to be conveyed, and new brand reputation.
- Sketched five logos with traditional art mediums to determine top three logo options.
- Created three logos for company using Adobe Illustrator and Photoshop. Integrated the into PowerPoint presentation to present to company leaders.

Portfolio Creation

- Semester-long project in senior capstone course to design an online portfolio highlighting past work, skills, and career interests.
- Used Photoshop to correct lighting and coloring in personal headshot and other photos.
- Utilized HTML coding and web design skills to build a Wix site with embedded videos, images, hyperlinks to social media accounts, and contact form.

Theatre Arts – Example Resume

JOE STUDENT

joe@email.com 708-123-1234 Elmwood Park, IL

EDUCATION AND TRAINING

Dominican University, River Forest, IL

Bachelor of Arts

Anticipated graduation: May 2023

Major: Theatre Arts

GPA: 3.5/4.0

Minor: Creative Writing

PRODUCTION EXPERIENCE

Dominican University Performing Arts Center – River Forest, IL

Stage Hand	<i>9 to 5: The Musical</i>	Jeremiah Barr, TD	Fall 2019
Stage Manager	<i>You Will Be Found</i>	Krista Hansen, Director	Fall 2020
Stage Manager	<i>She Kills Monsters</i>	Krista Hansen, Director	Spring 2021
Stage Hand	<i>Mamma Mia!</i>	Jeremiah Barr, TD	Fall 2021
Follow Spot	<i>An Evening with Kristin Chenoweth</i>	Matt Berman, Designer	Spring 2022

PRODUCTION SKILLS

- Rigging and focusing of lighting equipment
- Lighting and sound equipment maintenance
- Setting up of audio/visual technology and projections
- Proficiency in the use of scenic carpentry tools
- Expert communication among teammates and departments

WORK EXPERIENCE

Dominican University Performing Arts Center – River Forest, IL

Scene Shop Staff Sept 2019 – Present

- Utilize multiple tools, techniques, and materials to construct theatrical sets
- Ensure that each piece of scenery is safe and appropriately decorated

Event Services Specialist June 2018 – Present

- Facilitate patron ingress and egress from event spaces
- Respect the accommodations of patrons and performers alike
- Resolve technical issues in a prompt and tactful manner

Goodman Theatre – Chicago, IL

Sept 2020 – May 2021

College Ambassador

- Improved campus engagement through social media outreach and event management
- Connected students to productions and programs in innovative ways

Entrepreneurship Major Marketing & Management Minor

I am a well-rounded person who has various skills and extreme passion for entrepreneurship, sports, creating, and coaching.

EXPERIENCES

2022 - Present

Intern - Angeles Investors

A VC company aiming to find, fund, and grow the most promising Hispanic and Latinx ventures

I assist the head of membership on various things:

- Research and evaluate marketing strategies and data to improve the tactics of Angeles then present my findings
- Leverage communication platforms and software like Mailchimp or Trello to improve productivity, increase promotion, and more.
- Curate emails for event follow-ups, weekly membership updates, and monthly newsletters
- Onboard and offboard members

Fall 2020 - May 2021

Intern - Willenborg Civic Learning Acad.

I worked closely with a professor on designing courses for the new Entrepreneurship major

- Researched and connected with B-corps and people around the Chicago area to partner with
- Read, evaluate, and chose material relating to social entrepreneurship to be studied

June 2017 - Present (Jobs change seasonally)

Warehouse Worker, Remote Worker - WIPI

This is my family's business and I have been working here for about 6 years now.

- Remotely, I update/write-up important documents like employee handbooks, onboarding processes, and more. I also focus on website development.
- In-person, I sort, stage, and pack-up fastener items for shipping out to customers

ACHIEVEMENTS

2021 - Dominican University and MASEA

Outstanding Student Worker of the Year

CONTACT



[Redacted]



[Redacted]



7900 Division St. River Forest, IL 60305

SKILLS

Computer Proficiency



Data Analysis & Research



People & Leadership Skills



Teachable & Adaptable



EDUCATION

Aug, 2020 - May, 2023

DOMINICAN UNIVERSITY

- Entrepreneurship Major, Double Minor
- Women's Soccer
- Athletics Worker

Sep, 2018 - Aug, 2020

HIGHLINE COMMUNITY COLLEGE

- AA with an Emphasis in Psychology
- Women's Soccer & Basketball

Finance – Example Resume

Joe Student

123 Park Street
Elmwood Park, IL 60123

Cell: 708-123-1234
joe@email.com

Summary: Bilingual honors student majoring in finance with a minor in accounting with exceptional presentation and communication skills. Experience with analyzing and visualizing data using Excel, Access, and Tableau.

EDUCATION

Dominican University, Brennan School of Business, River Forest, IL

Bachelor of Business Administration (BBA)

GPA: 3.70

Major: Finance & Accounting

EXTRA CURRICULAR

Dominican University, River Forest, IL

Women In Business, Vice President

May 2021 – Present

- ❖ Started this club to help enhance students' knowledge on financial literacy.
- ❖ Create events for students to expand their network and create a community within their majors and future careers.

Campus Activities Board, Treasurer

Sep 2020 – Present

- ❖ Manage and create events for all students on campus, while managing a yearly budget.
- ❖ Distribute budgets to multiple committees within the organization and keep track of each committees expenses.

SKILLS

- ❖ Advanced Excel (Pivot Tables, V-Lookup, Dashboards)
- ❖ Data Visualization (Tableau)
- ❖ Presentation and Communication
- ❖ Leadership
- ❖ Microsoft Office
- ❖ Fluent in Spanish; speaker, writer, and reader

EXPERIENCE

Wintrust Financial Corporation, Commercial Real Estate

May 2022 – Aug 2022

Intern

- ❖ Analyzed clients loans to ensure requirements are met by completing an Annual Review and Debt Service Coverage Reports (DSCRs).
- ❖ Serve Bankers, Portfolio Managers, and Lenders by completing their past due required reports and submitting them to our credit department.
- ❖ Present a potential client to our committee and complete all required information to do so (CAPs, appraisals, environmental reports, visit site, etc.).

Dominican University, Admissions Office

Aug 2021 - Present

Student Ambassador

- ❖ Lead groups of 15 perspective students and families on tours throughout entire campus facilities
- ❖ Attend multiple training sessions designed to give new ambassadors all the information necessary to help prospective students
- ❖ Serve as a panelist to share personal experiences on campus and answer questions to help families

Dominican University, Student Success & Engagement Office

Peer LEADER

Aug 2021 – Present

- ❖ Design plans and create a community for a freshman seminar class to succeed in their first year of college.
- ❖ Aid in creating a schedule for students want to choose for their classes the following semester.
- ❖ Answer and direct emails and phone calls from employers and students for meetings with our professional staff.

Dominican University, Student Success & Engagement Office

Torch Leader

May 2021- Aug 2021

- ❖ Introduced groups of 10-16 first year students into university life at all day events over the summer.
- ❖ Organized interactive activities for students to further develop their knowledge of campus life.

Management – Example Resume

Jane Student

Elmwood Park, IL

|jane@email.com | (708) 123-1234|

Summary

Creative and innovative student with 3+ years of relationship building and communication experience. Marketing and Management major with strong people orientation. Team player that thrives in diverse environments and consistently delivers exceptional results. Strong public speaker and presenter.

Education

Dominican University - River Forest, IL

Degree Anticipated: May 2024

Brennan School of Business

Bachelor of Business Administration (BBA)

GPA: 3.57/4.0

Major: Management **Minor:** Marketing

Scholarships: Brennan School of Business Scholar, Sinsinawa Dominican Trustee

Skills

Data Analytics: Excel, Access, Forage Training

Presentation Tools: PowerPoint (PitchPro+), Prezi, Canva

Social Media: Instagram, Facebook, LinkedIn, Pinterest

Competencies

Relationship Building

Creative Problem Solving

Project Management

Experience

JPMorgan Chase & Co., *Advancing Hispanic and Latino Fellow* – Plano, TX Summer 2022

- Develop 3 solutions for a Minority Depository Institution (MDI) to improve digital banking platform to retain customers, following with a successful presentation pitch with C-Suites
- Collaborate and analyze a case study challenges with successful presentation to judges
- Participate in daily workshops to enhance professional and personal development

Dominican University, *Peer Leader* – River Forest, IL 08/2021 – Present

- Educate successfully 37 first year students transitioning to university throughout the year about time management, professional skills, and involvement
- Develop and present engaging weekly topics to students
- Communicate through Outlook and Teams weekly to assist with course advising

Dominican University, *Resident Assistant* – River Forest, IL 08/2021 – Present

- Support and create an inclusive community for 35 students in the resident halls
- Respond to emergencies with urgency, confidentiality, and professionalism
- Conduct educational events to 75+ undergraduate students to enhance resident living

Amazon Fresh, *Fulfillment Associate* – Wood Dale, IL 03/2021 – Present

- Fulfill online grocery orders in timely manner for consistent delivery rates
- Itemizing product to correct locations throughout warehouse with a consistent rate of placing 1,000 units per 5-hour shift

Leadership Experience

Dominican University, *Women in Business* – President

08/2021 – Present

- Enhance professional and personal development for 47 students
- Coordinate, collaborate, create calendar of events for Dominican University students

Dominican University, *Campus Activities Board* – Education Co-Chair

08/2022 – Present

- Providing opportunities and events to disseminate knowledge to the university community
- Facilitate events to guide members on understanding task assigned

Marketing – Example Resume

Jane Student

Elmwood Park, Illinois | jane@email.com | (708) 123-1234

Summary

Aspiring marketing professional with 4 years of marketing and customer service experience. Passionate about digital marketing and social media advertising. Skills include certifications in multiple tools including Hootsuite, Google Analytics, Google AdWords, Tableau, HubSpot, as well as knowledge in various marketing and design tools.

Education

Dominican University, Brennan School of Business, River Forest, Illinois

Bachelor of Business Administration (BBA)

Major: Marketing, Minor: Management

GPA: 3.5/4.0

Recipient of Founder's Scholarship

Skills

- Marketing Tools (Certifications): Qualtrics, Google Analytics, Google AdWords, Tableau, HubSpot
- Social Media Marketing: Instagram, Facebook, Pinterest, Hootsuite, Dash Hudson
- Graphic Design: Adobe Illustrator, Adobe Photoshop, Adobe InDesign, Canva
- Website Management: Wix and WordPress
- Microsoft Office Tools: Excel, Word, PowerPoint, Access

Selected Projects

Startup Business Plan and Marketing Strategy – Chubbiez

- Winner of the 2021 Brennan Business Plan Competition
- Worked in a group of 4 to create a business plan and marketing strategy for a new business idea
- Developed a complete marketing plan including social media marketing tactics and website for a new business idea of weighted stuffed animals for mental health

Small Business Toolset

- Researched 20+ small business programs and tools
- Conducted executive interviews to discover small business needs
- Evaluated tools based on usability, scalability, and vendor viability
- Identified the most cost effective and efficient tools
- Created a small business website, presentation, and toolkit for businesses to use

Work Experience

LOFT Outlet, Norridge, IL – Sales Associate and Social Media Coach

July 2020-Present

- Create content up to three times per week for the store's Instagram page to increase awareness of promotions
- Assist in store merchandising and product placement to increase demand for certain products
- Greet and assist over 50 customers daily with clothing purchases by ensuring excellent customer service
- Proactively educate customers on loyalty program and discounts during transactions

BBJ La Tavola, Niles, IL – Marketing Intern

August 2021-December 2021

- Executed day-to-day delivery of social media posts, blog articles, and photo galleries for the company website
- Assisted in development and execution of marketing programs and promotions
- Collaborated in strategizing, developing, implementing, and maintaining a social media marketing plan
- Analyzed, reviewed, and reported on effectiveness of campaigns to drive traffic to the company website

Jewel-Osco, Chicago, IL – Business Intern

Summer 2021

- Shadowed managers of each department in an assigned store and provided suggestions for improvement
- Acquired hands-on daily operational experience and exposure to key business metrics
- Presented recommendations to senior management on maximizing profitability in the produce department

Joe Student

WORK EXPERIENCE

05/17/2021 – Present

- Solutions Engineer**, Datatelligent – 535 Duane Street Glen Ellyn, IL 60137
- Use Data Analytics to transform impulse decision making into decisions ruled by data.
 - Focused on creating visuals using PowerBI and Tableau software
 - Develop reports for clients using SQL Server Reporting Services (SSRS)
 - Create views and queries using Microsoft SQL Management Studio, DBeaver and Snowflake.
 - Communicate with team and clients using Slack and Microsoft Teams

EDUCATION

Dominican University, Computer Science Major –River Forest, IL

- GPA – 3.6
- Graduation date – May 2022 (Available to work fulltime immediately; need to complete Capstone Project)

PROGRAMMING LANGUAGES

- Java
- C#
- CSS/HTML
- VB.NET
- Python
- SQL

SOFTWARE APPLICATIONS

- Eclipse
- Visual Studio
- Power BI
- Sequel Server Management Studio
- Excel
- PowerPoint
- SSRS
- Word
- Access
- Tableau

RELEVANT COURSEWORK

Machine Learning – Learned about unsupervised, supervised, and reinforced learning. Used data and algorithms to create charts and calculations.

Database Design and SQL – Learned about database models, relationships, and SQL.

Web Development II – Learned how to create websites using PHP that include multiple webpages, validate, and process form input, perform CRUD actions with a database, and display information to users. ASP.NET Core MVC is also another tool taught in this class. The course demonstrated how to use controllers, views, and actions.

Information Systems Development Practices – This course provided students with the opportunity to learn about the routines, frame works and practices that will be encountered when entering a professional environment. During this course, we were assigned to a group where we worked with a client to solve their needs.

PERSONAL PROJECTS

Face Detection Program - Project that detects faces, compares them, and marks attendance. Created using Python, OpenCV and face recognition libraries. <https://github.com/NayeZen/FaceDetection-Program>

Capstone Project | Dominican University | August '30 – Present – Used Agile Methodology to develop the Greenhouse system, had weekly meetings with the team and client, held daily stand-up meetings, created use case diagrams, CRUD diagrams, unit tests, epics, personas and entity relationship diagrams.

Jane Student

Elmwood Park, IL. • 708-123- 1234 • jane@email.com

Key Competencies

- Adheres to a high level of service ethics.
- Capacity to deal with a wide range of problems simultaneously.
- Practical experience in problem identification, analysis, and solution implementation.
- Proven ability to work individually and on team projects.
- Ability to grasp and apply new concepts quickly and effectively in a results-driven environment.

Technical Skills

- Java, C#, SQL**, Junit**, Linux, Python, HTML, CSS, JavaScript
- MS Word, MS excel, MS Access, MS PowerPoint, SQL Server**
- Eclipse IDE, Android Studio**, Visual Studio, Brackets, Junit Testing**, SSMS**
- Windows Operating System Installations.
- Troubleshoot PC Components.

Education

Dominican University (GPA: 3.86)

Bachelor's in computer science

River Forest, IL, US

Expected Graduation Date: May 2023

Relevant Courses taken:

- | | |
|---|-------------------------------------|
| ✓ Java Programming | ✓ Android Mobile Apps Development** |
| ✓ Java Programming II - Data Structures | ✓ Artificial Intelligence** |
| ✓ Database Design & programming** | ✓ Web Development |
| ✓ Windows-Based Application Development | ✓ Computer Applications |
| ✓ Algorithm Analysis and Design** | ✓ Operating Systems |

Computer Systems Institute (GPA: 4.00)

Networking Career Program

Chicago, IL, US

05/2015 - 01/2016

Work History

Dominican University

Computer Science Tutor

River Forest, IL, US

09/2021 - 12/2021

- Assist students with their homework, projects, and test preparation.
- Help students understand key concepts of Java and Microsoft applications.
- Share different study strategies to improve their academic performances.

CDW

Configuration Technician

Vernon Hills, IL, US

06/2016 - 02/2017

- Assemble and disassemble computer equipment.
- Troubleshoot problems with computer systems, including hardware, software, & peripheral equipment.
- Installation and configuration of hardware and software on a high volume of computers, printers, & iPad.

HDFC Bank Ltd

Banking Officer

Mumbai, MH, India

01/2015 - 03/2015

- Introduced internet banking and mobile banking to the bank customers.
- Handled retail and internal CRM software.
- Ensured that audit norms are adhered to for all services.
- Worked on core banking software like Finware and Finacle.

(** represents current course)

Jane Student

Elmwood Park, IL | (708)-123-1234 |
jane@email.com

EDUCATION

Bachelor Of Science Major Informatics

GPA 3.5 | Dominican University | River Forest, IL

- Minor: Computer Information Systems
- Expected Graduation May 2021

Google IT Support Professional Certificate

- Eight-month IT support program, developed by Google, that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs

Google Data Analytics Professional Certificate

- Eight-month data analytics program, developed by Google, that covers data cleansing, metadata, data analytics, SQL, data collection, data visualization, and data ethics and includes hands-on labs

EXPERIENCE

Dominican University IT Center

IT Support Advisor | River Forest, IL

August 2017 - PRESENT;

- Create workflow for equipment that helped my department to better track equipment.
- Software installation.
- Hardware and software support for Windows and IOS.
- Provided technical training to clients in person and over the phone to enhance their experience in the future.
- Created detailed cases for all client interactions on the TDx database;
- Weekly cases resolved approx. 30 cases.

Ex Libris Group(ProQuest)

Support Specialist Intern | Des Plaines, IL

August 2019 - May 2020;

- Collaborated to enhance the Knowledge Base by analyzing content and working on linking problems as reported by customers.
- Organized large datasets using Excel functions such as VLOOKUP and IF statements
- Created customer accounts and managed accounts.
- Assisted in the process of checking technical customer details after new library system applications were implemented to ensure customer success.
- Diagnosed, and addressed application support issues, and documented ongoing progress via the ticketing system.

COURSES

- Web Development, Project Management, Cybersecurity, Windows Based App Development, Information Security, Macroeconomics, Data Structure, Statistics

TECHNICAL SKILLS

- Microsoft Suite
Excel, Word, PowerPoint, Outlook
- Data Mining
- Windows 7, 8, and 10/ Mac OS
- Printer Support
- SQL, Java, CSS, HTML, C# , Figma
- Data Visualization
- Data Cleansing
- Metadata

DATABASES USED

- Salesforce
- Active Directory
- Tableau
- Confluence
- Epic
- Allscripts
- Medflow
- TeamDynamix
- BeyondTrust

AWARDS

- Dean's Scholarship
- Digital Literate
- Information Literate

LANGUAGES

- Albanian (Native)
- Macedonian (Advanced)

Jane Student

Elmwood Park, IL · 708-123-1234 ·
jane@email.com

Education	Dominican University River Forest, Illinois Bachelor of Science, Anticipated Graduation: May 2023 Major: Data Science and Informatics, GPA: 3.77/4.0 Accomplishments: Excel Scholarship Recipient, Dean's List, Honor's List, Presidential Scholarship Recipient, Kappa Mu Epsilon Member		
Technical Skills	Python Visual Basic.Net C# HTML	Java: Eclipse SQL Snowflake SAS	Microsoft: Power BI, Word, Excel, PowerPoint Tableau R & RStudio Gantt
Relevant Courses	Machine Learning Advanced Database Development Database Design and Programming Windows Based Application Development Computer Programming Data Structure Data Visualization		Single Variable and Multivariable Calculus Probability and Statistics I and II Applied Statistical Analysis using SAS Discrete Structures Linear Algebra Project Management
Internships	Solutions Engineer at Data Telligent – Glen Ellyn, Illinois January 2021 – June 2021 <ul style="list-style-type: none">Developed data analytics solutions that included data engineering using Snowflake.Created data visualizations/reports using Tableau and Power BI.Obtained feedback from team members to satisfy customer requests.Participated in daily solution design discussions with business users and/or cross-functional teams. Research Scholar at Spelman College – Atlanta, Georgia June 2021 – August 2021 <ul style="list-style-type: none">Analyzed, compiled, and organized datasets using R in RStudio.Executed independent research and collaborated with mentors daily.Presented my project, Mapping the Disparities, at the INSPIRE U2 Research Symposium. Analyst at Dominican University – River Forest, Illinois September 2021 – Present <ul style="list-style-type: none">Prepare statistical charts, tables, and graphs to facilitate the interpretation of findings.Conduct report developments and productions using the EMSI Analyst tool.Produce presentation-ready infographics and data visualizations, analyze data, and interpret research findings.Use Microsoft Excel to clean and organize data.		
Volunteer	Camp in a Box - Chicago, Illinois June 2020 – August 2020 <ul style="list-style-type: none">Organized and distributed materials for children who were home-bound during COVID-19. Holy Trinity - River Forest, Illinois January 2020 – May 2020 <ul style="list-style-type: none">Tutored high school students in mathematics. Camp Horizon - Bloomington, Illinois June 2017 <ul style="list-style-type: none">Facilitated and assisted adults with muscular dystrophy at a weeklong campsite.		
Experience	Burlington Coat Factory - Hardwood Heights, Illinois July 2020 – Present <ul style="list-style-type: none">Worked in a fast-paced environment to satisfy customer needs. Member of the Voice Committee to advocate for workplace improvement. Worked 10-20 hours weekly while in school		
Language Skills	English primary, Spanish secondary.		

Jane Student

708-123-1234 | Elmwood Park, IL | j a n e @email.com

EDUCATION

DOMINICAN UNIVERSITY

May 2021

River Forest, IL

Bachelor of Arts, Major: Informatics, 3.9/4.0

- Minor: Computer Science

SKILLS

- User Experience
- User Research
- Usability Testing
- User Testing
- Usability Testing
- User Interviews
- Survey Design
- Tableau
- HTML/CSS
- C#
- Java
- JavaScript
- Figma
- InVision
- Adobe XD
- Sketch

PROFESSIONAL EXPERIENCE

SEEDSTAGES

UX Lead | Claremont, CA

Feb 2020 – Present

- Manages quality assurance and internal testing through Trello for new app builds
- Plans and conducts user research including user interviews, field studies, usability testing, information architecture, surveys, etc.
- Directs UX team of 10 to take app features from design concepts to development ready standards

UX Design Intern | Claremont, CA

Dec 2020 – Jan 2020

- Designed user interfaces for swiping Talent cards and profile structures on Seedstages app
- Conducted UI research and prepares visual audits that assist in improving the application
- Organized UX team tasks on Airtable and Trello to help order resources and ensure team members' participation

EQUILATERAL STUDIO

UX/UI Design Intern | Hamilton, BDA

Jun 2020 – Sep 2020

- Designed for 4 client projects in a span of 3 months.
- Performed user research, usability testing, and analytics reporting
- Multi-tasked across multiple focuses to generate project results
- Took concepts and produced design mockups and prototypes to strengthen enhance user experiences and improve site interactions

LEADERSHIP

AMERICA NEEDS YOU

Aug 2019 – May 2020

Fellow

- Selected as one of about 250 first-generation college students in Chicago to serve in a 2-year career development and leadership training program

MAZZUCHELLI HONORS SOCIETY

Aug 2017 – May 2021

Member

- Dominican University Honors program, students must maintain a 3.30 GPA and complete Honors classes and/or research

Joe Student

123 Park Street • Elmwood Park, Illinois 60123
(708) 123-1234
joe@email.com

EDUCATION

Dominican University, River Forest, Illinois
Bachelor of Science, Anticipated Graduation May 2020
Majors: **Computer Science** and **Mathematics**
GPA: 3.60/4.0
Dean's Scholarship 2016-Present

COMPUTER SKILLS

Languages: Java, HTML, JavaScript, SQL, PHP, Python, C#, VB.Net, .NET Core MVC
Applications: Eclipse, Visual Studio, PyCharm, Rider, Word, Microsoft SQL Server Management Studio, Excel, PowerPoint, Access, Azure DevOps, Rider

DATABASES

MySQL, MongoDB, SQLite

OPERATING SYSTEMS

Unix, Windows, macOS, Linux, iOS

EXPERIENCE

Argonne National Lab., Lemont, Illinois **Sept. 2018-Present**
Senior Technical Co-Op

- Used a Python Flask Web Framework and Object-Oriented Programming to develop a web application that allows processing scientific scan data
- Full stack developer, handled front end and back end development, database, and deployed the application
- Improved overall CRUD structure and made UI enhancements for the entire application
- Developed functionality for browsing files hierarchically (using an SQLite database and jsTree)
- Utilized a Data Management API to allow fetching of scientific data
- Utilized Git for version control bootstrap 4 for the site's overall UI
- Closely worked with users to improve site functionality, and meet application requirements
- Gained experience with Server-side Web Application Development, Debugging, and Deployment
- Gained experience working in a Linux environment

Costume Shop Inventory System **Sept. 2019-Present**

- Worked closely with client to determine and document system requirements for a website application that will be used to track costume inventory
- Created ERD model for the system

- Created user stories for dev team to work throughout project
- Assisted in UI design for the system
- Project will utilize a MySQL database and will be built using C#, .NET Core MVC and Azure DevOps
- Gained experience working with a development team (6 members) and how to communicate during sprints
- Participated in sprint retrospectives and code review

Website for Leo's Chicago Grill July. 2019 – Sept. 2019

- Developed a website for a chain of restaurants
- Work closely with business owners to develop UI design, and menu functionality
- Fully developed entire site, front end and back end
- Deployed and hosted the website
- Link: <https://www.leoschicagogrill.com>

ACHIEVEMENTS Third Place at ACCA Data Science Competition 2019

- 10 School Teams from Chicago area
- Gained experience training and cleaning data with Pandas library, and creating data models

ACTIVITIES FreeGeek Chicago

- Recycled Computer hardware by breaking down old donated computers
- Wiped and tested hard drives and RAM
- Help build Linux based computers from recycled parts

Dominican Men's Tennis

- Played #2 Singles and #1 Doubles on the varsity team
- Received the coaches award freshman year

RELEVANT COURSES

Math Courses:

Methods of Real Analysis**
 Operations Research**
 Mathematical Modeling
 Abstract Algebra
 Probability & Stats I & II
 Multivariable Calculus
 Differential Equations
 Linear Algebra
 Proof Techniques

Computer Science:

Systems Analysis & Design**
 Advanced Database Development
 Web Technologies
 Algorithm Analysis & Design
 Server-Side Development
 Client-Side Development
 Database Programming & Design
 Operating Systems
 Windows Based Applications Dev.
 Data Structures
 Discrete Structures

LANGUAGE SKILLS

Fluent in reading, writing, and speaking Spanish and English.

**Course will be completed in the Spring of 2020

Elementary Education – Example Resume

JOE STUDENT

123 Park Street
Elmwood Park, IL 60123

708.123.1234
joe@email.com

PROFILE Cross-industry experience gained through four years of part-time work experience (tutoring and childcare). Superior writing skills highlighted in various articles for university newspaper. Dean's List, five semesters.

EDUCATION

Dominican University, Rosary College of Arts and Sciences, River Forest, IL
Bachelors of Arts in Elementary Education
Minor in English

GPA: 3.5/4.0
Expected Graduation: May 202X

Notable Projects

- Completed a semester-long research project on writing instruction at the K-5 levels for students with reading disabilities. Presented findings at the 202X URSCI & Experiential Learning Expo.

WORK EXPERIENCE

Dominican Star, River Forest, IL
Student Writer

May 202X – Present

- Assist in researching subjects and preparing interview questions.
- Participate in team meetings to review tone, style, and on-campus events
- Wrote article about the university community coming together for the Hispanic Heritage Month Mass, which was published in the November 2022 edition

Goedert Center for Early Childhood Education, River Forest, IL
Teacher Assistant

January 202X – Present

- Supported the head teacher in classroom management and lesson planning for a preschool class of 17 children.
- Promoted the development of organizational skills by creating a name tag system for preschoolers to identify their lockers.
- Communicated with parents and guardians about advancements and areas for improvement in their child's development.

Longfellow Elementary School, Oak Park, IL
Volunteer Writing Tutor

November 202X – May 202X

- Taught students how to engage in “the writing process” by assisting with their research, drafts, and final edits.
- Met with groups of 10-15 students to lead interactive collaborations in various writing activities, including essay outline creation.

SKILLS

- Advanced proficiency in Microsoft Office Suite and Google Workspace
- Proficiency in Canvas, a web-based learning management system
- Certified in first aid and CPR

English – Example Resume – Beginner

JANE STUDENT

123 Park Street
Elmwood Park, IL 60123

708.123.1234
jane@email.com

PROFILE

Cross-industry experience gained through four years of part-time work experience (journalism and retail). Superior writing skills highlighted in various articles for university newspaper. Dean's List, five semesters.

EDUCATION

Dominican University, Rosary College of Arts and Sciences, River Forest, IL
Bachelors of Arts in English
Minor in Digital Journalism

GPA: 3.5/4.0
Expected Graduation: May 202X

Relevant Coursework

- Writing for Non-Profits
- Editing the Literary Magazine

Notable Projects

- Crafted a non-fiction personal essay detailing the importance of travel and the enrichment it brings to a person's life (ENGL 341)
- Wrote a research and analysis paper on the myths and stories of King Arthur and his life as documented by various novels and films (ENGL 266)
- Published a creative writing piece in Dominican University's Women's History Month Zine called "The Life of Print"

WORK EXPERIENCE

Dominican Star, River Forest, IL

February 2022 – Present

Student Writer

- Assist in preparing interview questions and transcribing interview audio
- Participate in team meetings to review tone, style, and on-campus events
- Wrote article about the university community coming together for the Hispanic Heritage Month Mass, which was published in the November 2022 edition

Jim's Diner, Oak Brook, IL

June 2018 – January 2020

Hostess

- Collaborate with team of 15 employees to ensure that orders are filled correctly, restaurant is running efficiently and safely, and all customers have a great experience
- Communicate menu items to customers in order to accommodate dietary restrictions

SKILLS

- Advanced proficiency in Microsoft Office Suite
- Familiar with Canva and Design Wizard

English – Example Resume

JOE STUDENT

123 Park Street
Elmwood Park, IL 60123

708.123.1234
joe@email.com

PROFILE

Cross-industry experience gained through four years of part-time work experience (journalism and retail). Superior writing skills highlighted in various articles for university newspaper. Dean's List, five semesters.

EDUCATION

Dominican University, Rosary College of Arts and Sciences, River Forest, IL
Bachelors of Arts in English
Minor in Digital Journalism

GPA: 3.5/4.0
Expected Graduation: May 2023

Relevant Coursework

- Writing for Non-Profits
- Editing the Literary Magazine

WORK EXPERIENCE

Williamson Editorial Services, Chicago, IL

February 2021 – August 2022

Editorial Assistant

- Reviewed submitted manuscripts to ensure they abided by AP style and industry guidelines
- Helped in-house editors review books, academic journals and other materials
- Assisted in gathering information for breaking stories by conducting phone interviews with important parties.
- Responsible for making sure that all columns and editorials were in place by their deadlines.

Oak Brook Health Magazine, Oak Brook, IL

June 2019 – August 2020

Editorial Intern

- Researched information for magazine articles
- Fact checked ten articles a day to ensure accuracy in publications
- Answered phone calls and responded to query emails in a timely manner

OPRFHS Tutoring Center, Oak Park, IL

November 2018 – May 2019

Writing Tutor

- Taught students how to engage in “the writing process” by assisting with their research, drafts, and final edits.
- Met with groups of 10-15 students to lead interactive collaborations in various writing activities, including essay outline creation.

SKILLS

- Advanced proficiency in Microsoft Office Suite
- Familiar with Adobe In-Design, Acrobat Distiller, and Graphic Converter
- Experienced in social media marketing tools for Instagram, Twitter, and Facebook

Health and Wellness – Example Resume

Joe Student

Elmwood Park, Illinois 60177

708-123-1234

joe@email.com

Objective:

To obtain a position as a chiropractor providing emphasis in patient management, improving health and optimizing performance.

Education:

August 2019 - Current Dominican University River Forest, Illinois

- Pursuing a Bachelors degree in Health and Wellness with a minor in Nutrition
- Career 3.46 GPA
- Completed coursework in Anatomy and Physiology, health promotion and advocacy, principles of biology, general chemistry, and neuroscience.

Skills & Abilities:

- Work well with a team
- Basic knowledge of patient care and chiropractic therapies such as electric stim, ultrasound, and cold laser therapy
- Proficient problem-solving skills

Experience:

May 2022 - August 2022 Fox Chiropractic Center Geneva, Illinois

- Complete patient health history exams
- Complete SOAP notes
- Give patients treatment such as electric stim, cold laser therapy, ultrasound therapy

August 2021- May 2022 Teschke Designs Mchenry, Illinois

- Install hardwood floors
- Carry bundles of wood
- Carpet and old wood floor tear outs
- Sand floors

Leadership:

- Voted captain for varsity baseball team at South Elgin Highschool (2019)
- Assistant coach for Team baseball (2021-2022)

References:

- Dr. Dave Doe, Fox Chiropractic Center, 777-777-7777
- Dr. Patrick Poe, South Elgin High School, poe@email.org

History – Example Resume

Joe Student

123 Park Street
Elmwood Park, IL 60123
joe@email.com
708.123.1234

SUMMARY

Dedicated undergraduate student with extensive knowledge in history looking to pursue a full-time position. Experience with archival processes and the maintenance of archived objects.

EDUCATION

Dominican University, River Forest IL

Expected Graduation: May 202X

Bachelor of Arts in History

Minor: Sociology

GPA 3.7/4.0

Notable Projects

- Created an exhibition relevant to Dominican University’s history that was displayed for one calendar year as well as developed a digital version of this exhibition.
- Worked with faculty to build collaborative, accessible digital resources to contribute to the growing body of scholarship available to the digital humanities community, public history, and social studies education.
- Research paper: “The Globalization of Western Culture”

EXPERIENCE

The Field Museum, Chicago, IL

June 202X-present

Internship

- Working under the guidance of curators or department heads, assist in routine departmental work that ranges from special projects and research to clerical support.
- Review and update archives, ensuring all objects are well-maintained and free of mold. This includes making sure the digital archive is up to date.
- Be knowledgeable on archival descriptive standards, intellectual property rights, and issues related to digital conversion of archival materials.

Dominican University

August 202X- May 202X

Student Worker

- Direct campus visitors and students to their destinations.
- Maintain the desk and keep the space clean and clear.
- Answer the phone call and any questions related to the job.

SKILLS

Microsoft Office: Excel, PowerPoint

Adobe Creative Suite: Photoshop, Bridge

Proficiency in digital archival

Theology – Example Resume

Joe Student

123 Park Street
Elmwood Park, IL 60123
joe@email.com
708.123.1234

EDUCATION

Dominican University Brennan School of Business, River Forest, Illinois

- Business Management & Theology
- Music Minor
- Mazzuchelli Program Scholar
- 3.89/4.0 GPA
- Expected Graduation: May 2023

WORK EXPERIENCE

Amazon – Sophomore Area Manager Intern, Kenosha, WI

June-July 2021

- Developed management and leadership skills by coaching and providing feedback to associates and groups of up to 200 people
- Drove and supported distribution efficiency through the creation and implementation of process standardization

MLCR LLC, Bates City, MO

Seasonal, 2015-Present

- Supervise and monitor chemical exchanges and applications on state, county, and private roads
- Ensure protocols and safety are taken in preparation and in executing services
 - This company controls dust on gravel roads and safely delivers various chemicals to customers

The Home Depot, Blue Springs, MO & Melrose Park, IL

July-October 2020

- Received, organized, and stocked freight daily which consisted of hundreds of different products
- Provided customer assistance throughout various departments

EXTRACURRICULAR ACTIVITIES

• **Dominican University Varsity Men’s Basketball, River Forest, IL**

2019-Present

• **Dominican Univ. You Will Be Found Musical, River Forest, IL**

Sep.-November 2020

VOLUNTEER EXPERIENCE

University of Central Missouri Esports, Warrensburg, MO

December 2020-Present

- Self-produce a live broadcast of collegiate esports competitions 2-4 times per week
- Analyze, commentate, and reflect upon outcomes and statistics within the competition

Oak Grove Youth Basketball Camp, Oak Grove, MO

2016-2019

- Assisted and coached children aged 6-14 with basketball-related drills, games, and activities
- Provided leadership and clear direction to players and parents to ensure a positive experience

SKILLS

Leadership & Interpersonal Communication
Data Analysis
Critical Thinking & Problem Solving
Customer Service & Conflict Resolution

Psychology – Resume Example

JANE STUDENT

123 Park Street
Elmwood Park, IL 60123

708.123.1234
jane@email.com

PROFILE: Cross-industry experience gained through four years of part-time work in office management and customer service. Knowledge of psychological development and research practices. Dean's List, five semesters.

EDUCATION

Dominican University, Rosary College of Arts and Sciences, River Forest, IL

Bachelors of Arts in Psychology

Minor in Sociology

GPA: 3.5/4.0

Expected Graduation: May 2023

Notable Projects

- Worked on a semester long project, gathering information about adult life experiences and analyzing those experiences and the perceptions they create. For Adult Development
- Wrote a research paper on the existence and effects of implicit bias and microaggressions in modern society. For Multicultural Psychology
- Researched and reported how a psychosocial difficulty that may be experienced by an individual at some point in their life affects development. For Human Behavior in the Social Environment

WORK EXPERIENCE

St. Alicia's Mental Health Clinic, Chicago, IL

May 2022 - August 2023

Psychologist Intern

- Assisted with the evaluation of emotional and mental conditions for over 30 clients
- Recorded and filed client behavior observations after administering a variety of psychometric tests
- Completed research as assigned by lead psychologist
- Spent at least ten, one-on-one hours per week with clients

Johnson Care Facility, Chicago, IL

November 2021 - March 2022

Program Development Assistant

- Collaborated on development of appropriate activities; weekly activities included musical entertainment, arts and crafts, movies, card games, and exercise
- Led client participation in activities, and directly assisted two clients
- Supported ten clients in completion of daily activities

Springtime Family Center, Oak Brook, IL

February 2020 - August 2021

Clinical Intern

- Helped facilitate family counseling sessions
- Practiced pedagogy methods from child and family psychology coursework

CERTIFICATIONS

- CPR Certification, Red Cross Chicago – August 2021

TECHNICAL SKILLS

- Verbal and written fluency in English, Polish, and Spanish
- Proficient in Microsoft Office Suite and SPSS
- Proficient knowledge of analytical techniques used in psychological research

Criminology – Example Resume

JANE STUDENT

123 Park Street
Elmwood Park, IL 60123

708.123.1234
jane@email.com

PROFILE: Industry-relevant experience gained through 2-year data analysis internship with Elmwood Park Police Department. Proficient in report generation and data interpretation. Majoring in Criminology. Dean's List, five semesters.

EDUCATION

Dominican University, Rosary College of Arts and Sciences, River Forest, Illinois
Bachelors of Science in Criminology
Minor in Information Systems

GPA: 3.5/4.0
Expected Graduation: May 2023

Relevant Coursework

- Juvenile Delinquency and Juvenile Justice
- Police and Society
- Deviance and Social Control

WORK EXPERIENCE

MacArthur Foundation, Chicago, IL

February 2021 – August 2022

Criminal Justice Intern

- Participated in the grant award process by identifying three potential grantees, assisting in communication and interview scheduling, and reviewing grantee applications.
- Using online tracking system and data analysis skills, monitored success of project examining the effect of economic disparities on criminal activity.
- Created a PowerPoint presentation displaying compiled research that was used in a pilot project concerning racial disparities in juvenile justice reform efforts.

Office of Drug Treatment Court Programs, Oak Brook, IL

October 2020 – January 2021

Drug Court Intern

- Monitored attendance and compliance with sanctions for Men's Drug Court.
- Observed effects of program requirements and witnessed benefits of rehabilitation as well as attitudes of non-successful participants.
- Verified and updated personal information into computer database (CCAMIS) and filed confidential items.
- Researched and compiled statistical data for annual reporting.

SKILLS

- Proficient in using Internet resources, social media, and Microsoft Office Suite
- Verbal and written fluency in English and Spanish
- Experienced with many databases and report generation tools, including CCAMIS

HONORS & ACHIEVEMENTS

- Member of Alpha Phi Sigma (National Criminal Justice Honor Society)
- Member of the Association of Certified Background Investigators (ACBI)

MBA Stu.Dent

Oak Park, IL 60302 • email@att.net • 773.555-555

Sales & Service Executive

Distinguished 20+ year record of delighting customers and growing retail and commercial revenues through forward-thinking, encompassing sales strategies.

Passionate, award-winning leader of robust sales operations, with expertise in retail banking sales management, new business development, and service delivery. Highly driven and assertive in pursuing opportunities, influencing chief decision makers, resolving issues, and collaborating with vendors on seamless implementation of solutions. Career success in building energized sales teams, transforming floundering teams into top performers, and leveraging the unique talents of all contributors to achieve unprecedented results.

- Sales Strategy & Execution
- New Business Development
- Client Satisfaction & Retention
- Sales & Revenue Growth
- Team Training & Motivation
- Effective Communication
- Sales Negotiations
- Budget Administration
- Strategic Vendor Partnerships
- Bank Branch Management
- Sales Operations Oversight
- Top Talent Recruitment

Career Experience

Progressed through increasingly responsible Sales roles, earning numerous recognitions including: 4-time Region of the Quarter, 2-time Branch of the Year, Superstar Manager Award, Branch Sales Recognition Award, Service Star Award, and Certificate of Branch Operations Excellence.

WINTRUST, Oak Park, IL 2021 to Present

Oak Park Market Lead, Director of Retail Banking, 2021 to Present

Analytical and organized Market Lead with 20+ years of experience in business relationship management, customer service, and sales strategies. *Responsible for driving financial growth, performance, and profitability of respective market as well as overseeing loan growth, maximization of revenue and budget-planning.* Excellent communicator with outstanding interpersonal skills. Capable of leading team members to success while managing time effectively.

- Enhance existing business relationships by collaborating with marketing to strategically plan incentives, increasing customer households to over 650 households within the first year of branch opening
- Increase bank service visibility within the community by participating in local events and holding memberships at local chamber of commerce or nonprofit organizations, thus driving financial growth
- Attract prospective customers by networking and initiating sales efforts, bringing in over \$47 million within first year of branch opening
- Ensure diverse market portfolios, such as CRA and household income, by representing customer bases within the community, raising general client satisfaction rates
- Hired and trained 8 retail team members through customer service etiquette and marketing strategies, achieving exceptional customer service results

FIRST AMERICAN BANK, Greater Chicago Area, 2010 to 2021

First Vice President, Regional Sales & Service Manager, 2017 to 2021

Direct sales strategy and daily service delivery operations across 11 branch locations. Lead teams in sale of bank products (including checking and savings accounts, CDs, mortgages, retail loans, debit, and credit cards) to retail customers. Additionally manage business deposit relationships (small business, commercial and municipal

...continued...

MBA Stu.Dent

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accounts), as well as business loans, CRE loans, treasury management and merchant services. Implement and communicate corporate vision as well as new sales strategies and campaigns to branches. Administer regional marketing and expense budgets; institute and monitor appropriate risk controls. Oversee daily customer service reception / call center operations, scheduling staff accordingly to manage high call volumes. Chief liaison and contact with vendors in strategic business collaborations. Serve as escalation point for complex customer issues; and as custodian and code administrator for 11 bank vaults across branch locations.

- Assumed leadership of this struggling, underperforming region and orchestrated its turnaround to top sales producer and "Region of the Quarter" for four consecutive quarters.
- In 2019, increased retail revenues by 28% by growing deposits by over \$52MM. Increased commercial revenues by 18% by growing commercial deposits by \$18MM.
- Collaborated with cross-functional teams, business partners, and stakeholders to introduce key process improvements designed to increase sales production.
- Developed and facilitated insightful sales training to engage and inspire new hires. Additionally, created new coaching protocols that were quickly adapted and deployed to multiple branches.
- Conceptualized and staffed new Business Development role for region. This team in turn brought in \$11MM in business deposits in first year.
- Developed and deployed Digital Online Profiling tool enabling bankers to ascertain customer needs more effectively.
- Respected for skill in recruiting and hiring top talent and managing performance through rewards incentives and constructive criticism.

FIRST AMERICAN BANK

Vice President, Product and Sales Coach, 2016 to 2017

Assistant Vice President, Training & Development Specialist, 2013 to 2016

Developed and led training sessions to continually elevate Retail Branch sales team performance, with focus on employees at all career stages—from new hires to senior managers. Created high-impact presentations, sales scripts, and case studies to inform and inspire audiences. Conducted studies to evaluate team performance pre- and post-training.

- Managed all training needs in wake of company acquisition of Bank of Coral Gables ensuring effective education and knowledge sharing to align new team members around shared sales strategies.
- Led planning, procurement, introduction, and seamless deployment of CRM system across retail team. Clearly defined system needs at each branch; held training classes to ensure full user readiness and served as chief contact for technical issues and questions.
- Served as Project Manager in deploying various other products, processes, services to bank staff.
- Built a strong leadership pipeline through effective sales mentoring and coaching.

FIRST AMERICAN BANK

Assistant Vice President, Branch Manager, 2010 to 2013

Directed daily banking, sales, and service operations at the Chicago-South Loop Branch. Led team of five in providing customers with unparalleled service in sale of bank products. Set and communicated branch sales, service, and operational strategies. Trained and coached team members, resolved customer issues, and tracked and reported on team performance.

- Consistently grew core deposits, retail revenues, and commercial revenues.
- Led team in achieving prestigious "Branch of the Year" recognition in 2012 and 2013.

MBA Stu.Dent

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- Developed numerous associates into leadership roles through effective training and mentoring.

JP MORGAN CHASE, Bensenville, IL and Chicago, IL

Vice President, Branch Manager, 2004 to 2009

Led teams in daily sales and service operations in line with aggressive corporate growth objectives.

- Provided stellar leadership enabling team to increase consumer deposits by 40%.
- Two-time recipient of Superstar Manager Award for driving steady profit growth.

~ Additional success as Assistant VP and Branch Manager of ABC Bank (2009 to 2010). ~

Education & Training

Bachelor of Business Administration (May 2002)

Loyola University, Chicago, IL

Master of Business Administration (May 2023)

Dominican University, River Forest, IL
(Brennan School of Business)

Professional Development Certifications: Saint Meyer and Hubbard Sales Performance Training (2019)

Organizations

Oak Park River Forest Chamber of Commerce

Board Member / Director At Large

Oak Park Economic Development Corporation

Board Member

Move of God Church of God in Christ

Board Member

Oak Park River Forest High School - District 200 - Community Finance Committee

Member

Women Leaders in Philanthropy – Oak Park River Forest Community Foundation

Member

Oak Park River Forest Women in Business Affinity Group

Previous Co-Chair; Current Member

Beta Gamma Sigma, The International Business Honor Society

Member

STEWARD B. DENT

Chicago, Illinois | (312) 555-1234 | stewdent@my.dom.edu

SUMMARY

Bilingual (Spanish and English) MLIS candidate with 3 years of experience working within a library setting | Experience working with the Library of Congress Call Number System | Exceptional customer service | Ability to manage time and prioritize tasks | Excellent verbal and written communication skills

TECHNOLOGY

Microsoft Office: Access, Excel, Outlook, and Word | EBSCO | Virtual Reference Technologies | Integrated Library Systems & Library Management Systems | Salesforce | WorldCat | PeopleSoft

EDUCATION

Master of Library and Information Science Anticipated May 2022

Concentration: Digital Libraries

Dominican University, School of Information Sciences American Library Association Accredited
River Forest, Illinois

Bachelor of Science in Psychology, Dominican University May 2020

River Forest, Illinois

RELEVANT EXPERIENCE

Library Clerk, Triton College Library May 2021-Present

Melrose Park, Illinois

- Manage the daily operations of the Service Desk at the Library & Education Technology Resource Center (ETRC)
- Monitor the function of all computers, scanners, and printers, including changing toners and replenishing printer paper supply
- Maintain order of the Library and ETRC computer lab, deal with disruptions, problems/concerns according to Triton College and the Library policies and procedures
- Maintain Loanable Technology inventory organization

Circulation Assistant, Dominican University Library August 2019-May 2021

River Forest, Illinois

- Welcome student-patrons in busy library with over 300 student-patrons per day; Understand patrons needs and direct inquires to proper library personnel
- Charge, discharge, and pre-shelve library materials
- Assist patrons with reserve items
- Answer phones directing patrons to proper departments and/or library personnel

WORK EXPERIENCE

Assistant Manager, Little Cesar's 2018-Present

Cicero, Illinois

- Promoted to higher responsibility based on excellent performance as a crew member
- Manage a diverse group of 30 crew members; train and develop new employees

Crew Member, Little Caesars 2017-2018

LEADERSHIP & COMMUNITY INVOLVEMENT

President of the Campus Activities Board, Dominican University 2018-2020

River Forest, Illinois

- In partnership with Office of Student Life, develop and implement 10 events per academic year
- Lead and organize monthly meetings with faculty advisor and club members

[REDACTED]
Forest Park, IL | [REDACTED]
[REDACTED]

Strategic, collaborative, results-oriented business leader that thrives in a dynamic, fast-paced environment leading the growth of specialty pet products. A sales leader with a proven track record of driving results through successful sales and marketing by providing fresh perspectives and creative solutions.

Pet Food Experts **2014 - 2022**

Pawtucket, RI

Regional Sales Manager **2019 - 2022**

Leading distributor of pet food and supplies servicing over 6,500 independent pet retail locations

- Led and managed a team of seven Territory Managers responsible for the Midwestern States producing over \$50M in annual revenue by driving business performance, customer experience, new business development, and revenue
- Built and implemented key customer strategies to attain volume growth targets and achieved category objectives, created market share, expanded distribution, and ensured retail prominence at all customers
- Conducted software training on SaaS based retail platform, eTailPet, to enable Territory Managers to sell and implement a partner e-commerce solution to their customers, creating an opportunity to continue operating through the pandemic
- Developed, trained, and mentored Territory Managers, participated in client visits, and presented products and services to drive planning, engagement, and long-term alignment
- Executed strategic growth plans to achieve the brand's short and long-term business objectives
- Worked closely with cross-functional teams and colleagues to develop strategies and brand marketing plans while working with all regions to understand current needs and future growth opportunities
- Responsible for the reduction of backlog of work orders by addressing imbalance of workload at warehouse, resulting in an immediate and significant decrease in order delays and cancellations while preventing burnout of warehouse staff, implemented company-wide
- Worked with CEO and Senior Management Team to develop, create, and present content to all outside sales teams at National Sales Meeting in February 2020

Territory Manager **2014 - 2019**

- Serviced 180+ independently owned pet stores in the Greater Chicagoland over three years, increased territory value by 187% by utilizing extensive retail knowledge and consultative sales process

- Identified customer needs and utilized in-depth product knowledge to prepare winning proposals
- Assisted in training incoming Territory Managers regarding technology and programs, administrative duties, and effectively managing territory
- Planned and executed a schedule of calls for sales routes, solicited new business to increase revenue and distribution within territory

Pet Supplies Plus

2012 - 2014

Livonia, MI

General Manager

- Managed 10,000 square foot corporate store, staff of 20+ sales associates, and groomers
- Led monthly Orientation Training for District, teaching new hires company culture and basics of effective selling
- Received a 97% score in “Friendliness of Team Members” in the District by hosting all prominent special training positions for the district and fostering a friendly and engaging customer service culture

EDUCATION

Dominican University, Brennan School of Business, River Forest IL

Master Business Administration June 2022

Member of Beta Gamma Sigma - International Business Honors Society (3.97 GPA)

Loyola University, Quinlan School of Business, Chicago IL

Business Edge Management Certificate May 2015

Drury University, Springfield MO

Bachelor of Arts - Graphic Design May 2007

VOLUNTEER EXPERIENCE

Village of Forest Park, Appointed member of the Board of Recreation 2021 - current

Big Brothers Big Sisters of Metro Chicago, Big Sister Mentor 2015-2019

Big Brothers Big Sisters of Metro Chicago, “Just 1 Big” Recruitment Committee 2016-2018

Drury University - Think Green! Environmental Group, Co-Creator and President 2005 - 2007

TECHNICAL SKILLS

Microsoft Office Suite, Adobe Creative Suite, Tableau, Hubpost (CRM), Google Suite, eTailPet