

Susie Queue

**101 Main St.
Springfield, CA 90001
phone: (213) 555-1234
cell: (310) 555-2345
susie@example.com**

PERSONAL

Date of Birth: January 1, 1980
Place of Birth: Toronto, Ontario, Canada
Citizenship: Canadian
Visa Status: Permanent Resident

EMPLOYMENT

First Company, Inc., Los Angeles, CA
January 1, 2007 - present

Customer Service Manager

- Oversee Customer Service Department
- Supervise Customer Service Representatives
- Winner, First Company Excellence Award

Second Corporation, San Diego, CA
January 1, 2003 - December 31, 2006

Customer Service Representative

- Provide service to customers via telephone and email
- Respond to all inquiries within 24 hours
- Successfully reorganized call escalation protocol

Third Company, LLC, Fresno, CA
January 1, 2000 - December 31, 2002

Administrative Assistant

- Route incoming telephone calls
- Type official correspondence
- Distribute mail and interoffice memoranda
- Responsible for administration and reconciliation of petty cash fund
- Helped implement new telephone system

EDUCATION

State University, Los Angeles, CA
MBA in Marketing
June 2007
Thesis: This Little Piggy Went To Market

State College, San Diego, CA
BA in History
June 2004
Focus on Elizabethan England and its impact on the world

SKILLS

Language - Fluent in Spanish, intermediate French

Computer Skills - Microsoft Office, several popular accounting packages

Personal Interests - Member, Toastmasters International
Volunteer, Memorial Hospital Chaplaincy Program

Publications - Published article and review of literature in Journal of Business Practices (January 2007)