

FirstName LastName

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www.linkedin.com/in/FirstNameLastName

Education

Bachelor of Science, Business Systems & Processes

May 20XX

Towson University, Towson, MD

- GPA 3.5
- Dean's List: Two semesters
- Systems and Processes (SAP) Recognition Award, May 20XX

Technical Skills: SAP, Salesforce, UiPath, Bizagi Process Modeler, Project Access

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

- Collaborated with the Customer Quality team to analyze and resolve 2+ customer concerns weekly, utilizing SAP and Salesforce data to support issue resolution
- Enhanced evaluation presentations by incorporating data visualizations and process mapping techniques using Excel, improving communication of quality trends

Sales Associate

March 20XX – July 20XX

Electronics USA, Hale, MD

- Resolved an average of three customer concerns through professional support
- Processed 50+ cash, credit, and digital transactions per shift with accuracy and efficiency

Camp Counselor

June 20XX – August 20XX

Girl Scouts USA, Smallsville, MD

- Facilitated high ropes and zip line activities for groups up to 12 campers, promoting leadership and confidence in a safe outdoor environment
- Designed and led 10+ team building exercises each week, encouraging collaboration, communication, and creative problem-solving skills

Leadership Experience

Secretary

September 20XX – Present

Towson University Project Management Association, Towson, MD

- Coordinate and plan weekly club meetings as well as co-meetings with the National Student Data Corp (NSDC) to expand resources and professional learning opportunities
- Prepare and distribute agendas, meeting minutes, and organizational communications to 25+ active members, supporting engagement and program participation