

FIRSTNAME LASTNAME

Towson, MD • 410.555.5555 • tstudent@email.com

OBJECTIVE

To obtain a customer service manager position with the Greater Baltimore Medical Center

EDUCATION

Bachelor of Science, Health Care Management 5/20XX

Towson University, Towson, MD

- Minor: Business Administration
- GPA: 3.6/4.0
- Related coursework: Strategic Management for Economic Healthcare, Health Administration Staff Relations, Health Insurance and Pre-paid Health Care, Legal Environments of Healthcare

HONORS/AWARDS

Dean's List Fall 20XX-Fall 20XX

Golden Key National Honor Society 12/20XX

Towson University Female Scholar of the Year 5/20XX

Presidential Scholarship Recipient, August 5/20XX

RELATED EXPERIENCE

Administrative Assistant 5/20XX-Present

Sheppard Pratt Health System, Baltimore, MD

- Develop and implement system policies according to licensing, regulatory and accreditation requirements
- Perform credentialing, privileging, and staffing support services to team of 30 psychologists, psychiatrists, counselors, recreational therapists and nurses
- Maintain clinician database and over 200 client files while ensuring strict confidentiality

Managed Care Intern 1/20XX-5/20XX

Mercy Hospital, Baltimore, MD

- Rotated among hospital administration, nursing and pharmacy departments
- Developed a database to organize contract information concerning affiliated
- HMOs, PPOs, and other managed care organizations

Office Assistant 6/20XX-8/20XX

Good Samaritan Hospital, Baltimore, MD

- Maintained clinically sensitive information and completed filing accurately for over 200 clients

CUSTOMER SERVICE EXPERIENCE

Server 5/20XX-9/20XX

The Olive Garden, White Ridge, MD

- Supported restaurant staff by increasing server customer service ratings by 30 percent
- Received "Friendliest Friend Outstanding Customer Service Award" for 20XX

LEADERSHIP AND VOLUNTEER EXPERIENCE

Volunteer Fundraiser 12/20XX-Present

Susan G Komen Breast Cancer Foundation, Towson, MD

Secretary 9/20XX-Present

Black Student Union, Towson University, Towson, MD