

SUMMARY OF QUALIFICATIONS

- Over three years of experience in business and service environments
- Background includes strong quantitative, analytical and computer programming skills complemented by ability to work independently or as an effective team member
- Demonstrated ability to use tact and sensitivity with customers as evidenced by two years of customer service experience.
- Proficient with Microsoft Office Suite and Maplesoft analytical software
- Familiar with Minitab and Mathematica
- Experienced with programming in XHTML/CSS/JavaScript
- Passed society of Actuaries Exam P/Casualty Actuarial Society Exam 1, Probability (Sept 20xx)
- Sitting for SOA Exam FM/CAS Exam 2, Financial Mathematics (May 20xx)

EDUCATION

Bachelor of Science, Mathematics/Actuarial Science and Risk Management

May 20xx

Towson University, Towson, MD

- Minor, Computer Information Systems
- GPA: 3.8/4.0
- Honors: Dean's List (Fall 20xx-Fall 20xx); National Society of Collegiate Scholars

RELATED EXPERIENCE

Tutor, Peer Advisor

Aug. 20xx - Present

Towson University Academic Achievement Center, Towson, MD

- Tutor 15 students in advanced statistics courses on a weekly basis
- Develop and deliver successful exam study workshops using PowerPoint
- Hold monthly mathematics software information sessions for all students
- Earned a 98% success rate with students passing exams/courses

Research Assistant, Database Manage

Aug. 20xx - Dec 20xx

Towson University Statistics Lab, Towson, MD

- Collected data from Greater Baltimore Medical Center regarding level of increase in patients' cardiac concerns over the past decade
- Managed computer security systems and data processing for two NSF funded research projects
- Presented two research projects at risk management conferences in collaboration with primary investigators

Vice President for Programming

Jan. 20xx – Dec. 20xx

Actuarial Science and Risk Management Club, Towson, MD

- Coordinated speaker series for club of 35 members
- Planned service projects involving risk management for five non-profit organizations in the Towson area

CUSTOMER SERVICE EXPERIENCE

Customer Service, Accounts Payable

Mar. 20xx - Present

Jim's Auto Services, Parkville, MD

- Provide prompt and courteous service to customers daily
- Respond to inquiries with accurate and timely information via phone
- Demonstrate excellent communication skills while increasing customer satisfaction scores by 20% in one year

Server

June 20xx - May 20xx

Ole Mexican Restaurant, Towson, MD

LEADERSHIP

Captain, Member

Aug. 20xx - Present

Towson University Club Soccer, Towson, MD

- Create drills, warm-ups and stretching routines for team of 20 athletes

- Lead team to state-level intercollegiate tournaments
- Manage budget and ensure team is in good standing with university