

GABELLI SCHOOL RÉSUMÉ EXAMPLES

The following résumé examples were adapted and made anonymous, with permission, from real résumés from Gabelli School of Business students who were successful in their job searches.

These résumés were edited and reformatted by the Personal and Professional Development Center staff.

Please consider these examples, and do NOT use the same phrasing or wording as these examples.

If you would like to have an individual résumé review, please log in to the password-protected area of GabelliConnect.com and make an appointment with either your class dean or staff from the Personal and Professional Development Center (specifically Heather Krasna or Nancy McCarthy), or stop by Career Services in McGinley during its daily office hours or make an appointment via [CareerLink](#).

RÉSUMÉ EXAMPLE: ACCOUNTING

Susan Baker

123 XYZ Drive, New York NY 10024

917-987-6543 sbaker@gmail.com <http://linkedin.com/in/sbaker>

EDUCATION

Fordham University,

Graduate School of Business Administration

Master of Business Administration in Professional Accounting

Gabelli School of Business

Bachelor of Science in Public Accounting

GPA: 3.5; Major GPA: 3.7

Bronx, NY

Degree Anticipated May 2014

Degree Expected May 2013

EXPERIENCE

Grant Thornton

Audit Intern

New York, NY

6/2012-8/2012

- Assisted staff accountants with internal control policies on multiple client audits in the healthcare industry, ensuring audits were performed accurately under short deadlines
- Proofread audit and tax reports as well as Year-End financial statements for three multi-million dollar corporations to verify accuracy; confirmed statement balances with third parties
- Contributed research to year-end and half-year reports which were presented to staff accountants
- Statistically selected samples for substantive testing and helped facilitate office's work flow

Milligan & Company

Audit and Assurance Intern

New York, NY

5/2011-8/2011

- Provided accurate and thorough assistance to staff accountants with internal control policies on several client audits
- Performed payroll tests and cash disbursement and receipts totaling up to \$1.5 million per month

ABC Health

Receptionist

Moorestown, NJ

6/2010-5/2011

- Oversaw weekly attendance and enforced compliance with time and leave policies for 100 production workers in a pharmaceutical manufacturing company
- Courteously responded to up to fifty clients each day, resolving client problems and managing communication with company leadership

Elite Chocolates

Shift Supervisor

Cherry Hill, NJ

5/2007-6/2010

- Opened and closed the store during business hours, ensuring security of daily cash receipts of up to \$50,000 and managing inventory worth \$100,000
- Produced sales reports for management review to help guide business planning
- Supervised up to three employees, overseeing staff schedule and ensuring they delivered high-quality service to clientele in a fast-paced, service-oriented business

LEADERSHIP

Beta Alpha Psi, Fordham Chapter

Reporting Secretary

Bronx, NY

- Served in leadership role for national honor society. Maintained attendance records for 40 events per year with up to 100 participants each, to ensure compliance with national chapter regulations.

SKILLS MS Office (Word, Excel, PowerPoint, Access), MS Sharepoint, Peachtree

Anthony DelGatto

123 Bay 75th Street Brooklyn, NY 11214 • (347) 987-1234 • anthony.delgatto@gmail.com

EDUCATION

Fordham University, Gabelli School of Business, Bronx, NY

- Bachelor of Science in Public Accountancy (150 credits), Degree Expected May 2014
- Cumulative GPA: 3.2; worked up to 35 hours/week while attending school full-time
- Participant, London program; studied international accounting practices in London, Fall 2012

WORK EXPERIENCE

Empire Corporation

New York, NY

Accounting Associate

Dec. 2010 – Present

- Prepare financial statements, including balance sheets, income statements and cash flow statements, for a corporation with up to \$1 million in transactions per month; statements were presented to leadership to help guide financial planning
- Discovered and recovered \$5,000 in uncollected accounts receivable for the firm in the course of reorganizing financial records and through superior attention to detail
- Perform bookkeeping duties, such as bank reconciliations, payroll, accounts payable and accounts receivable for 20 employees, ensuring all bills are paid on a timely basis
- Invoice up to 50 clients per day, following through on each call until completion
- Accurately handle the corporation's petty cash and bank accounts totaling \$10,000 per month

Supreme Real Estate

Brooklyn, NY

Manager

July 2007–Dec. 2010

- Performed managerial duties for corporation with seven residential and commercial buildings
- Collected and deposited \$50,000 in rent payments monthly and tracked payments in MS Excel, interfacing with a broad variety of tenants and resolving any payment issues
- Assured compliance with the Building Code of New York City's Department of Housing for seven buildings, using knowledge of regulations to ensure there were no violations
- Personally attended to tenants regarding maintenance or utilities, handling all complaints and intervening in emergency situations

Famous Ray's Pizza

New York, NY

Manager, Server, and Cashier

July 2005-August 2008

- Managed six employees in owner's absence; resolved personnel and scheduling issues
- Courteously interacted with, and took orders from, up to 300 customers per shift
- Helped to increase revenue from deliveries by approximately \$500/week (an increase of 15%) by taking initiative to redesign menus and distribute them to local high-rise apartment buildings
- Maintained accurate inventory of ingredients to ensure the store never ran out of materials
- Oversaw staff training to ensure compliance with health code regulations, earning the store the essential "A" rating needed to maintain a strong customer relationship and bring in income

LEADERSHIP ACTIVITIES

Volunteer Income Tax Assistance Program

Bronx, NY (June 2010-Present)

- IRS-certified to prepare individual income taxes
- Provide courteous, accurate income tax preparation assistance to low-income individuals, ensuring maximum deductions and researching complex regulations. Improved client understanding of finances and discovered deductions leading to refunds of up to \$5,000

TECHNICAL SKILLS

Proficient in Microsoft Excel, Word, PowerPoint, QuickBooks, and PeachTree.

RÉSUMÉ EXAMPLE: INVESTMENT BANKING

JEFFREY ECONOMEDES

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(917) 987-6543 • linkedin.com/in/jeconomedes • jeconomedes@gmail.com

Education:	FORDHAM UNIVERSITY , Gabelli School of Business Bachelor of Science in Finance, Minor in English Cumulative GPA: 3.79 Relevant Courses: Energy Derivatives, Corporate Financial Policy, Investment & Security Analysis, Financial Markets, Advanced Statistics, Economics	Bronx, New York May 2013
	UNIVERSITÀ ROMA Traveled extensively throughout Europe while enrolled in full-time study	Milan, Italy Jan 2011 – June 2011
Honors:	Fordham Finance Scholars Program, <i>One of only 25 students selected based on merit</i> Beta Alpha Psi, <i>Accounting & Finance Honors Society</i>	2012 2009 – Present
Professional Experience:	BARCLAYS, LLC Investment Banking Intern, Mergers and Acquisitions <ul style="list-style-type: none">Developed sections of several pitch books, market updates, and PIBs and created memoranda to highlight key aspects of multi-million dollar deals to potential clientsUtilized financial analysis tools, including Discounted Cash Flow, WACC analysis, public comparables, precedent transactions, and liquidity and acquisition modeling to create valuations for 40 companies; presented findings to directors and responded to queries under tight deadlinesEnsured research was thorough and accurate; exceeded compliance and due diligence requirements Research Intern, Technology Sector <ul style="list-style-type: none">Reporting to managing director, determined research strategies for companies in the pharmaceuticals sector; produced financial statement analysis, business valuations, and fundamental equity research for complex reports which were commended for accuracyAssisted portfolio managers in stock research and built market maps that were used in formal pitches STUDENT MANAGED INVESTMENT FUND, FORDHAM UNIVERSITY , Bronx, NY Portfolio Manager/Equity Team Leader <ul style="list-style-type: none">In a team of 20 selected students, actively managed \$1 million of Fordham University's endowment; determined ideal mix of stocks, bonds, real estate, etc. Mix of investments matched or exceeded market averages for the last three yearsPrepared an equity research report revising current asset allocation of the Fund in the real estate sector using discounted cash flow analysis, funds from operations analysis, and company comparable analysis methods, to improve the team's decision-making related to investments in this sector	New York, NY April 2012 – Dec. 2012 Jan. 2012 – April 2012 Jan. 2011 – Dec. 2011
Leadership Experience:	J.P. MORGAN'S INVESTMENT BANK RISK CASE COMPETITION Member, winning team <ul style="list-style-type: none">Under a tight timeframe, and serving as a member of a team of four students, analyzed a proposed acquisition and assessed the risks of lending a client money for the dealPresented findings to a panel of senior executives, including Managing Directors; awarded best team FORDHAM'S YOUNG BUSINESS LEADERS CLUB , Bronx, NY President and Co-Founder <ul style="list-style-type: none">Cofounded student leaders' organization which has doubled in membership in two years	Fall 2012 Mar. 2010 – Present
Skills:	Proficient in Microsoft Office –particularly Excel, PowerPoint; Capital IQ; Bloomberg Certified	

RÉSUMÉ EXAMPLE: FINANCE

JENNIFER CHIN

441 East Fordham Road, Bronx, NY 10458 • (718) 000-0000 • jchin@fordham.edu

EDUCATION	Fordham University: Gabelli School of Business Bachelor of Science in Finance • Minor in Music, expected graduation May 2014 GPA: 3.2; Major GPA: 3.4 <i>Relevant Coursework:</i> Financial Accounting • Managerial Accounting • Financial Management • Business Law • Marketing • Business Policy • Business Communication • Information Systems
AWARDS	Dean's Award for Outstanding Integrated Project Presentation—selected from 25 teams, 2011
EXPERIENCE	VISA, Campus Ambassador , Bronx, NY (October 2011 – May 2012) <ul style="list-style-type: none">• Executed two events with up to 200 participants and a guerilla-marketing tactic each semester• Promoted the brand by utilizing social media intensively (Facebook, Twitter, Instagram, Email, etc.) resulting in improved awareness of the company's offerings• Collaborated with a team of five students to finance three, \$500 events, leading to a measurable increase in campus partnerships and new students signing up for credit card offerings UBS, Intern to the Managing Director of Financial Services Manhattan, NY (January 2012 – April 2012) <ul style="list-style-type: none">• Updated four financial advisors with news, security prices, and trades by utilizing Bloomberg and Consultworks, immediately responding to informational and research requests• Organized up to 25 meetings, events, and travel arrangements per week to bring in new investors; ensured business meetings for advisors and associates received administrative support• Developed a new system to organize investment and client data more efficiently, reducing turnaround time by four days on important transactions while increasing accuracy• Analyzed Dow Jones Index stocks to assist advisor's portfolio management decisions Merrill Lynch, Intern to the Vice President Financial Advisor Manhattan, NY (August 2011 – December 2011) <ul style="list-style-type: none">• Utilized Morningstar to prepare quarterly reports for clients in order to ensure that investment portfolios totaling up to \$2 million each remain structured to meet client objectives• Generated and reconciled spreadsheets which assisted four advisors in key investment decisions• Engaged with over 50 prospective clients daily through cold-calling and setting up follow-up meetings, resulting in a measurably higher conversion rate as compared with other interns
MEMBERSHIPS	Treasurer, Fordham University Finance Society (September 2011-June 2012) <ul style="list-style-type: none">• Led the Finance Society's fundraising efforts, meeting or exceeding goals to support activities• Oversaw the Finance Society's budget, ensuring all expenses are correctly tracked• Allocate society funds to meet strategic initiatives set by active members and officers Junior Recruiting Assistant and Starting Catcher, Fordham University Club Baseball Team <ul style="list-style-type: none">• Implemented strategy to recruit 85 students to participate in tryouts, including through flyering and outreach through dormitories, resulting in an increase of 20% from prior year
SKILLS	MS Office (Word, PowerPoint, Excel) • Collection-Master • Morningstar • Bloomberg • TM1 Fluent Mandarin Chinese

RÉSUMÉ EXAMPLE: MARKETING

Marcie Murphy

1 High Street, Brooklyn, NY 11218, (917) 555-5555 . marciem@fordham.edu
linkedin.com/in/mmurphy . Twitter: @mmurphy . Portfolio: pinterest.com/marcie

EDUCATION:

Fordham University, Gabelli School of Business

Candidate for Bachelor of Science in Marketing Designated with Honors, Minor in Visual Arts, expected May 2013

- GPA: 3.5, Major GPA: 3.8

Fordham University's Global Business Honors Program

- Accepted into competitive program; chosen from the top 4% of all applicants to Gabelli School of Business
- Enrolled in two honors-level courses per semester, participated in study abroad tours of London, Paris, and Beijing, and attended meetings and lectures at several of the world's top companies

WORK EXPERIENCE:

BeautyMarks, Public Relations Intern, New York, NY

Fall 2012

- Assisted Beauty & Fragrance Public Relations Coordinator in maintaining a sufficient share of media voice for one of the leading companies in the beauty industry through persistent outreach to media
- Developed strategic plans for optimal placement of BeautyMarks products in various media outlets, including social media and print; campaigns increased sales and brand awareness by 10% in market testing
- Conducted research using RightAngle software to determine the monetary value of BeautyMarks's PR efforts, to be benchmarked against that of competitors and guide future PR strategy

Fragrance Prestige, Global Marketing Intern, New York, NY

Summer 2012

- Selected to work in the Global Marketing Department on Marc Jacobs, Vera Wang and Kenneth Cole brands
- Developed overall creative theme which will be used in the design of all promotional items produced by Marc Jacobs fragrances throughout the 2013 calendar year
- Effectively created a marketing campaign for Marc Jacobs Fragrances that includes in-store, online and print elements (to be implemented on an international scale for a \$1 million campaign in 25 countries in 2012)
- Conducted research on competing brands' customer loyalty programs; research used to develop a new program

XYZ Advertising Agency, Account Management Intern, New York, NY

Fall 2010

- Worked with client services team and traffic coordinator to build and maintain a positive, profitable relationship with major fashion clients, with accounts of over \$1 million per year
- Accurately managed the archiving of 150+ already-run ads and organization of mailers from previous seasons
- Prepared numerous PowerPoint and other media presentations and projects for account managers and clients

Fordham University Office of Student Affairs, Student Worker, Bronx, NY

Fall 2008-Present

- Chosen to fill highly selective position in office of the University's Vice President and Dean of Students
- Serve as a liaison between Fordham's top administrators and the student body in discussions of strategic issues
- Assist Dean of Students in arranging meetings and preparing for numerous events with up to 400 participants

Old Navy, Sales Associate, Forest Hills, NY

Fall 2007-Summer 2008

- Provided high-quality customer service to up to 100 clients per day, handling sales of up to \$50,000 daily
- Consistently met or exceeded sales goals; received employee of the month award for highest sales volume
- Ensured that products were well-organized and attractively displayed, with a high degree of attention to detail

LEADERSHIP ACTIVITIES:

- Fordham University Emerging Leaders Program (F.U.E.L.), member of student leaders' association
- Participant in the American Marketing Association's Annual Collegiate Conference in New Orleans, LA

SPECIAL SKILLS: Conversational in both Spanish and French, Proficient in Microsoft Office, IBM Lotus Notes, SPSS, Adobe Creative Suite, Google Analytics, Twitter, Facebook including analytics, Wordpress, Hootsuite, Tumblr, Pinterest, YouTube

SALLY LOBERG

1234 Hughes Avenue #5 • Bronx, NY 10458
(347) 987-6543 • sloberg@fordham.edu

EDUCATION

FORDHAM UNIVERSITY, Gabelli School of Business, Bronx, NY

Bachelor of Science in Marketing with a Minor in English

Expected 5/2013

G.L.O.B.E. Candidate, French Language—international business specialization

Fordham University Study Abroad Program, Heythrop College, London, England

PROFESSIONAL EXPERIENCE

METLIFE, New York, NY

11/2011-Present

Brand & Advertising Intern

- Assisted the Brand Manager with the development of internal presentations used to communicate brand campaign goals and objectives to key stakeholders.
- Key contributor in the planning and execution of internal promotions which effectively energized employees around the new brand campaign launch.
- Evaluated 25 industry whitepapers and synthesized the insights into executive summaries for management.
- Improved the purchase order approval process, organizing all advertising estimates into one streamlined document, reducing turnaround time by 25%.

AMAZING AGENCY, Essex, CT

5/2008-Present

Freelance Production Associate (5/2011–Present)

- Developed research reports exploring consumer behavior and current trends in the hospitality industry.

Production Associate (5/2008–5/2011)

- Presented a case study on the cruise industry and Princess Lines in a five-hour live web conference to an audience of approximately fifty individuals at various levels of management.
- Managed preproduction and postproduction processes for accounts including Royal Caribbean, Revel Entertainment, and Mohegan Sun. Assisted senior producers and editors throughout creative production.

GUCCI, New York, NY

1/2011-8/2011

Public Relations Intern, VIP Relations (6/2011-8/2011)

- Performed market research on the fashion and entertainment industries, supported my managers at special events and celebrity fittings, assisted with billing management, and contributed to creating press books.

Public Relations Intern, Press Office (1/2011-5/2011)

- Created database of men's style blog contacts and content information for publicity outreach initiatives.

BURBERRY, New York, NY

9/2010-12/2010

Women's Wholesale Apparel Intern

- Performed accurate sales calculations, assisted account executives with two Market Week events, and created thirty-page lookbooks for Spring Summer 2011 and High Summer 2011 for all client accounts.

LEADERSHIP ACTIVITIES AND ACHIEVEMENTS

ROSE HILL SOCIETY, Fordham University

9/2009-5/2012

Tour guide organization comprised of 150 Fordham University undergraduates

Outreach Ambassador Executive Chair (5/2011-5/2012)

- Directly manage forty outreach ambassadors. Schedule and monitor content for Fordham Admissions' blog.
- Co-chaired the first Rose Hill Society alumni event for approximately 100 guests.

GLOBAL OUTREACH GUYANA, Fordham University

1/2012

Two-week community service and cultural immersion project in Guyana, South America

SKILLS

MS Word, Excel, PowerPoint, Adobe Photoshop; Fluent French; Advertising portfolio available upon request

ANDREW CROYDON

123 Main Street, Wilmington, Delaware 19803 ▪ (917) 987-6543 ▪ andrewcroydon@fordham.edu

EDUCATION

Fordham University Gabelli School of Business, Bronx, NY

B.S. in Business Administration: Marketing & Finance Concentration, Spanish Minor, GPA: 3.37, May 2013

CIEE (Council on International Educational Exchange), Palma de Mallorca, Spain, February – June 2012

Directly enrolled student at the Universitat de les Illes Balears

PROFESSIONAL EXPERIENCE

BlueGreen Creative, *Strategic Planning Intern*

New York, NY, September 2011-Present

- Provide research on new business opportunities and prospective clients to CEO and Innovations Director
- Evaluate ethnography studies to develop demographic and psychological profiles to create innovative solutions for targeting clients' consumer bases in domestic and international Latin American markets
- Create presentations for pitches to potential clients, contributing to securing of \$50,000 new account

The International Finance Exchange, *Marketing and Events Intern* New York, NY, May-July 2010

- Contributed to planning, execution, and budget management of events with up to 100 participants
- Managed promotional items inventory worth \$5,000 and ensured constant supply of needed items
- Tracked activity on website using Google Analytics, improving search engine optimization (SEO)

Dolce & Gabbana, *Public Relations Intern*

New York, NY, January-May 2010

- Assisted interior designer in creatively organizing the showroom display to present merchandise to buyers, fashion editors, stylists, and celebrities; was commended for innovative presentation of merchandise
- Selected apparel and accessory samples based on editorial requests to accurately style specific story themes and individuals who would be wearing the clothing/accessories
- Wrote editorial credit information to be distributed to 50 U.S. and international publications

INTERNATIONAL VOLUNTEER EXPERIENCE

Fordham Fair Trade & Microfinance Consultancy Project

September 2009-Present

- Provide translations of numerous business transactions between team and business partner in Bolivia
- Procured, sold, and distributed fair trade jewelry from Kenya, helping empower artisans in rural area
- Designed effective advertisements for fair trade selling events on campus, leading to increase in sales
- Traveled to Kenya to provide business consulting to fair trade artisans and select candidates for microloans (March 2010), leading to expansion of income for 50 low-income families

Fordham University Global Outreach

- Selected to lead a team of 10 students to work with Habitat for Humanity in Guatemala (March 2012)
- Selected to work with Hand in Hand Ministries in Belize City with a team of 12 students (January 2010)

ACTIVITIES

Fordham University Women's Club Lacrosse, *Team Member of high-performing team* 2009 - Present

Fordham University Rose Hill Society Ambassador, *Campus Tour Guide*, 2009 - Present

- Spoke to groups of 20-50 prospective students and parents and enthusiastically explained Fordham history
- Fordham University's Gabelli School of Business GLOBE Club, *Program Coordinator*, 2009-2010
- Organized ten events per year and assisted with one major conference on themes of international business
- Fordham University Fashion for Philanthropy Club, *Member* 2009-2010
- Personally solicited 50 donated fashion items and samples from top designers, sold at fashion show with 100 participants; club raised \$20,000 for local charities

SKILLS

Fluent Spanish; Microsoft Office, Adobe Photoshop, SPSS statistical software

RÉSUMÉ EXAMPLE: INTERNSHIPS

Ingrid Russo

100 Pelham Parkway, Bronx, NY 11218
(917) 555-5555 . irusso@fordham.edu . [linkedin.com/in/irusso](https://www.linkedin.com/in/irusso)

EDUCATION:

Fordham University, Gabelli School of Business

Candidate for Bachelor of Science in Business Management expected May 2014; GPA: 3.2

- Worked and volunteered up to 30 hours per week while attending school full-time.

EXPERIENCE:

JPMorgan Chase, *Personal Banker*, New York, NY

Sept. 2011-Present

- Enhance branch client base by acquiring, retaining, and increasing customer relationships, leveraging ability to build rapport and gain customer loyalty; resulting in a referral-yielding clientele.
- Discover financial needs and provide recommendations based on extensive product knowledge, along with resolving customer service issues, achieving sales rank in top 4% of bankers nationwide.
- Mentor newly hired banker in cross-selling practices/techniques to uncover needs for additional products and services.

Orchard Beach Lifeguard Corps, *Lifeguard*, Bronx, NY

June 2011-August 2011

- Ensured public safety and rescued distressed swimmers at busy public beach; successfully handled 15 life-threatening emergency situations.
- Enforced regulations and provided strong customer service to a wide variety of the public.

Happy Hills Summer Camp, *Lead Counselor*, Tarrytown, NY

June 2010-August 2010

- Led and organized activities for 10-15 children ages 8-10 years old; ensured a safe and creative learning environment, designing new activities for children which were used by other counselors.

Office of Dr. John Smith, *Receptionist*, White Plains, NY

June 2009-August 2009

- Provided cheerful and courteous customer service and scheduled up to 30 patients per day.
- Accurately handled insurance billing information, persistently following up with insurance companies to ensure correct payment for up to 40 accounts per week, resulting in a 95% payment rate (20% higher than prior staff had achieved).
- Efficiently handled up to 30 confidential medical files per day, ensuring quick retrieval of information.

ACTIVITIES:

Fordham University Women's Rowing Team, *Team Member*, Bronx, NY

Sept. 2012-present

- Selected for a highly-competitive sports team which has been a national leader for the last 3 years.
- Participated in up to 15 hours/week of team practice; displayed dedication, drive, and discipline.

VOLUNTEER LEADERSHIP:

Saint Mary's Soup Kitchen, Bronx, NY

June 2009-present

- Prepared and served healthy meals for up to 100 homeless and low-income individuals per week.
- Courteously interacted with individuals with challenges including mental illness and addiction.

SKILLS: Proficient in Microsoft Office, conversational German and beginning Italian

Antonio Esposito

516-987-6543 | aesposito@fordham.edu

987 Main Road, Hempstead, NY 11999

EDUCATION

Fordham University - Gabelli School of Business

Bronx, NY

Bachelor of Science in Business Administration

May 2014

Dual Concentration in Information Systems and Finance

Cumulative GPA: 3.24; Major GPA: 3.5

Worked up to 20 hours per week while attending school full-time

TECHNICAL SKILLS

SOFTWARE: MS Office, including advanced knowledge of Word, Excel, PowerPoint, and Access
Strong knowledge of Magic ticketing system; Bloomberg terminal; SharePoint

LANGUAGES: Experience with SQL, Java, C++, HTML, Dreamweaver

SOCIAL MEDIA: Drupal, Wordpress, Tumblr, Twitter

HARDWARE: Troubleshooting with routers, switches, printers, and network cables

WORK & LEADERSHIP EXPERIENCE

Fordham IT Help Desk & IT Customer Care Center

Bronx, NY

Student IT Consultant

February 2011 – May 2011, September 2011 – May 2012

- Provide timely, courteous and efficient technical assistance to up to 80 students, faculty and staff per day; ensured proper connection to network; installed anti-virus software, updated Windows, and installed and configured network connections to ensure smooth functioning
- Answered numerous phone calls on multiple lines, assisting faculty and students with account claiming and web portal issues and providing technical support and training to individuals with a variety of simple and complex challenges
- Documented every customer contact by processing it through the Magic SDE ticketing system, and ensured all complex issues were quickly resolved. Calmly responded to clients under stress. Where necessary, effectively escalated issues to supervisors

Paint & Go

Hempstead, NY

Painter & Foreman

May 2011 – September 2011

- Supervised and managed 8-10 person home renovation and painting team, including scheduling and coordination of project work for multiple clients simultaneously
- Provided high-level customer care assistance to all customers via phone, email, and in person; repeatedly commended for superior service. Brought in new business through referrals
- Organized and compiled customer data using Microsoft Office and Microsoft Dynamics CRM, allowing the company to analyze and focus on its target market segment, leading to a 15% increase in sales even during recession

Fordham University Campus Security

Bronx, NY

Security Assistant & Dispatcher

October 2009 – May 2010

- Quickly and calmly responded to up to 50 radio and emergency phone calls per day
- Operated dispatch radio to security vehicles and recorded information concerning emergency events on campus to ensure student safety and maintain compliance with regulations

ACTIVITIES & LEADERSHIP

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- Gabelli School of Business—Freshmen Mentorship Program *Summer 2011-Present*
 - Helped up to 30 students per year to get acclimated to college lifestyle and get involved with community service projects
 - Member, Fordham Finance Society *Fall 2009-Present*
 - Beta Alpha Psi – Business Honor Society *Fall 2009-Present*