

Ross P. Rosley

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EDUCATION

Bachelor of Science, Business Administration - Accounting

May 20XX

Towson University, Towson, MD

Overall GPA: 3.75 Major GPA: 3.9

Graduating with 150 hours

TECHNICAL SKILLS

- Databases and Languages: SQL Server 7.0 and 2000, T/SQL
- Operating Systems: Windows NT, Windows 98, Windows 2000, Windows XP
- Software: Crystal Reports, Enterprise Manager, Query Analyzer; MAS 90, MAS 200; Baan; Business Works; MS Word, Excel, Outlook; Quicken, QuickBooks, QuickBooksPro; Symbiator; Peachtree; Bluebird; EZ-SQL; Great Plains; Lotus 1-2-3; Pagemaker

RELATED EXPERIENCE

Sunny Road Bank

June 20XX-present

Portfolio Accountant Intern, Baltimore, MD

- Verify cash existing for regular safety investment on USD 4B portfolio
- Estimate and send amortizations of each long-term fixed profit holdings
- Calculate net asset amount of funds on monthly basis
- Compute interest accruals on fixed returns securities

Accountants, Inc.

September 20XX-December 20XX

Accounting Software Intern, Baltimore, MD

Provided technical support for accounting software (MAS 90 and Business Works)

- Consulted with 15 clients on software solutions (demonstrations, installation and set-up; on-site training; troubleshooting)
- Collaborated with trouble-shooting team of five to develop software applications training curriculum

MANAGERIAL EXPERIENCE

Friendly's Restaurant

April 20XX-present

Assistant Manager/Server/Host, Towson, MD

- Train and manage team of 10 servers by implementing and teaching customer service protocol
- Maintain customer satisfaction surveys on the 90th percentile for two consecutive years
- Apply solution-focused, problem-solving skills while negotiating with dissatisfied customers
- Attend regional manager development conferences for food service professionals

LEADERSHIP AND AFFILIATIONS

Black Student Union, Towson University

August 20XX-present

Treasurer/Member, Towson, MD

- Manage club accounts and create budgets for six service events per year
- Represent union at campus activities treasurers' meetings

Accounting Club, Towson University

August 20XX-May 20XX

Member, Towson, MD