# Bella Sinclair

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## SUMMARY OF QUALIFICATIONS

* Over 5 years of experience in the customer service industry with excellent feedback from clients
* Ability to listen to customer needs and give appropriate advice that aligns with company policies.
* Practical applications of relationship-based and customer-centric sales techniques
* Uses problem solving abilities to efficiently resolve client’s issues and exceed expectations.
* MS Office skills including graphs, charts, table organization, data formulas, and spreadsheets.
* Exceptional quantitative skills in financial analysis
* Intercultural experience with a variety of cultures through study abroad
* Received quarterly and annual Award of Excellence for exceptional service and exceeding targets.

## EDUCATION

### Uptown University September 20xx – Present

#### Bachelor of Business Administration Uptown, B.C.

Major: Supply Chain Management, Minor: Accounting

3RD Year | 4.18 GPA

* Relevant courses: Procurement Management, Management Information Systems, Intermediate Financial Accounting I, Intermediate Managerial Accounting

### University of Downtown January – June 20xx

#### Study Abroad Program Downtown, Italy

## WORK EXPERIENCE

### Uptown University August 20xx – Present

#### **Study Abroad Ambassador** Uptown, B.C.

* Create informational and promotional content for Study Abroad marketing channels.
* Support students through the application process, answering questions, and aiding.
* Plan Study Abroad events and fundraisers to promote the program.
* Co-planner for the Fall 20xx Open House which saw engagement of over 100 high school students.
* Host Study Abroad Support Sessions weekly to inform students of mobility options.

### Central Bank Apr 20xx – August 20xx

#### **Customer Service Representative** Uptown, B.C.

* Created a quality client experience through engagement and appropriate advice on the benefits of alternative banking.
* Received the Award of Excellence for the period of March – June 2020 for exceptional service and exceeding targets and the 2017 Award of Excellence for extraordinary performance in the year.
* Balanced cash and other monetary transactions with a high attention to detail
* Resolved complex client challenges by analyzing the individual situation and choosing a suitable solution moving forward.

### Central Perk June 20xx – Oct 20xx

#### **Team Member** Uptown, B.C.

* Promoted to weekend Drive -Thru Captain due to communication, multitasking ability, and leadership.
* Trained new team members to use efficient work habits to achieve performance standards.
* Consistently worked hard to deliver and ensure guest satisfaction.

## VOLUNTEER EXPERIENCE

### Wildfire Service June 20xx – Sep 20xx

* Helped organize and run social dances that resulted in record fundraiser year.
* Assisted with community events like Canada Day and August long fair.
* Volunteered teacher for lessons and social dances with younger age children
* Participated in financial management and budgeting.

### Uptown Sustainability Services Sept 20xx – Dec 20xx

* Developed a new program to sustainably recycle old PC Desktops within the local community.
* Developed a project timeline and budget to implement and run the project over the course of a year.
* Successfully procured 56% of available computers to up-cycle from local businesses
* Secured a $20,000 community development grant to run the program for a second year.

## REFERENCES

* Available Upon Request