# Bella Sinclair

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## SUMMARY OF QUALIFICATIONS

* 5 + years of experience in the customer service industry with excellent feedback from clients
* 1 year of experience working in a professional office setting within a marketing and event planning role
* Strong communication abilities developed through stakeholder management and customer service with a diverse range of customers and 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
* MS Office skills including graphs, charts, table organization, data formulas, and spreadsheets
* Exceptional quantitative skills in financial analysis

## EDUCATION

### Uptown University 20xx

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

Major: Supply Chain Management, Minor: Accounting

4th Year | 4.18 GPA

### University of Downtown January – June 20xx

#### Study Abroad Program Downtown, Italy

## WORK EXPERIENCE

### Greenland Foundation (Co-op Work Term) May 20xx - May 20xx

#### Marketing and Event Planning Assistant Uptown, B.C.

* Supported a variety of environments including community outreach efforts, interactions with organization’s donors/staff and additional projects with the administration office
* Planned and organized a fundraising event that met and exceeded its $100,000 goal
* Communicated event information with a wide range of community stakeholders to increase event participation
* Learned new software and technology to create professional communications for social media marketing
* Assisted with the COVID Meal Train initiative supporting the Uptown homeless population

### Uptown University August 20xx – Present

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

* Created informational and promotional content for Study Abroad marketing channels
* Supported students through the application process, answering questions, and providing assistance.
* Planned 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
* Hosted Information Study Abroad Support Sessions weekly to inform students of mobility options

### Central Bank Dec 20xx – Present

#### 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 –Sept 20xx

* Helped organize and run social dances that resulted in record fundraiser year.
* Assisted with community events like Canada Day and August long fair.
* Volunteer 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