

COLLEGE OF BUSINESS SAMPLE RESUME

# BRUCE D. BEAR

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## EDUCATION

### Bachelor of Business Administration in Management & Marketing

Anticipated: Dec. 2024

University of Central Arkansas, Conway, AR

- Dean's List, GPA 3.7
- Relevant Coursework: Healthcare Marketing, International Business, Logistics Strategy

## PROFESSIONAL EXPERIENCE

### Customer Service Representative

Aug. 2020 – present

Verizon Wireless, Conway, AR

- Serve customers by answering questions about service plans and showcasing new products.
- Exceed monthly quotas throughout employment.
- De-escalate conflicts with upset customers or referred them to manager for further assistance.
- Train new staff members in daily responsibilities, sales techniques, and product knowledge.

### Management Internship

June 2019 – July 2020

Walmart, Conway, AR

- Implemented direct communication process with employees to ensure to 100% satisfaction with company experience, utilize feedback to continuously improve processes.
- Examined financial statements daily to identify areas requiring changes to increase profitability.
- Developed department-wide resource loading profile to ensure communication between employees.

## SKILLS

- Marketing Research
- Business Ethics
- Human Resources Management
- Small Business Management

## EXPERIENTIAL LEARNING

### Quinnipiac Global Asset Management Education (G.A.M.E.) VII Forum

Jan 2021 – April 2021

- Interacted with industry leaders and learned best practices in investment management.
- Discussed the global markets, corporate governance, and global economy and investment strategies.
- Discussed career opportunities within the financial services industry.

## COMMUNITY INVOLVEMENT

### University of Central Arkansas Volleyball

July 2020 – Present

- Serve as team captain for group of 60+ Division II athletes.
- Encourage teamwork, camaraderie, and work ethic throughout practices and games.

### Student Government Association

Aug. 2021 – May 2022

- Elected as Freshman Class President to represent class of 1,200 new students.
- Promoted events across campus and within the Conway community.
- Orchestrated partnership with Senior Class to encourage participation in extracurricular activities.