

**Jane Doe**  
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**Objective**

Work Study Position at Scottsdale Community College

**Education**

Currently enrolled at Scottsdale Community College, Scottsdale, AZ  
Pursuing Associate of Applied Science in Web Development (anticipated graduation May 2011)

**Certifications**

Microsoft Certified Professional and A+ Certified

**Highlights of Qualifications**

- Excellent customer service skills with individuals from diverse backgrounds; able to effectively build and maintain positive relations, resolve complaints, and anticipate needs
- Successful sales experience in retail and wholesale work settings
- Strong communication, organizational, problem solving, and multitasking skills
- Proven ability to work independently and as a team member
- Competent at handling monetary transactions
- Computer skills include: Microsoft Word, Excel, PowerPoint and Adobe Photoshop
- Bilingual in English and Spanish

**Work History**

2009 – Present	Network Technician/ Technician Assistant	ABC Contractor	Scottsdale, AZ
Conduct network installations, resolve troubleshooting issues and provide related support. Train end-users in the use of NT Workstations and Windows XP. Promoted after six months.			
2004 – 2009	Customer Service	XYZ Company	Phoenix, AZ
Worked with customers in call station environment to solve basic problems over phone. Described technical information to non-technical end-users and provided team leadership for conversion project.			
2002 – 2004	Sales Associate	Bob's Books	Scottsdale, AZ
Sold books and accessories for small, privately owned bookstore. Set up in-house displays that quickly boosted sales by 18%. Expedited customer concerns in a professional manner.			

**Volunteer Experience**

Cleaned and painted homes for needy families, Save the Family, Phoenix, AZ, 2009-2010

**Activities/Accomplishments**

Scottsdale Community College Computer Club, Vice-President, 2010  
Recipient of Heart of the Artichoke Scholarship – Scottsdale Community College, 2009 & 2010