FIRSTNAME LASTNAME

Towson, MD · (410) 555-1234 · tstudent@students.towson.edu

SUMMARY OF QUALIFICATIONS

- Over three years of experience in business and service environments
- Strong quantitative, analytical and computer programming skills
- Able to work independently and as an effective team member
- Demonstrated ability to use tact and sensitivity with customers as evidenced by two years of customer service experience
- Proficient with Microsoft Office Suite and Maplesoft analytical software
- Familiar with Minitab and Mathematica
- Experienced with programming in XHTML/CSS/JavaScript
- **Passed Society of Actuaries Exam P/Casualty Actuarial Society Exam 1, Probability (Sept 20xx)**
- **Sitting for SOA Exam FM/CAS Exam 2, Financial Mathematics (May 20xx)**

EDUCATION

Bachelor of Science, Mathematics/Actuarial Science and Risk Management   May 20xx
Minor, Computer Information Systems
Towson University, Towson, MD
- GPA: 3.8/4.0
- <u>Honors</u>: Dean's List (Fall 20xx-Fall 20xx); National Society of Collegiate Scholars

RELATED EXPERIENCE

Tutor, Peer Advisor   Aug. 20xx - Present
*To*wson University Academic Achievement Center, Towson, MD
- Tutor 15 students in advanced statistics courses on a weekly basis
- Develop and deliver successful exam study workshops using PowerPoint
- Hold monthly mathematics software information sessions for all students
- Earned a 98% success rate with students passing exams/courses

Research Assistant, Database Manag*er*   Aug. 20xx - Dec 20xx
Towson University Statistics Lab, Towson, MD
- Collected data from Greater Baltimore Medical Center regarding level of increase in patients' cardiac concerns
- Managed computer security systems and data processing for two NSF funded research projects
- Presented two research projects at risk management conferences in collaboration with primary investigators

Vice President for Programming   Jan. 20xx – Dec. 20xx
Actuarial Science and Risk Management Club, Towson, MD
- Coordinated speaker series for club of 35 members
- Planned service projects involving risk management for five non-profit organizations in the Towson area

CUSTOMER SERVICE EXPERIENCE

Customer Service, Accounts Payable   Mar. 20xx - Present
Jim's Auto Services, Parkville, MD
- Provide prompt and courteous service to customers daily
- Respond to inquiries with accurate and timely information via email and, or phone
- Demonstrate excellent communication skills while increasing customer satisfaction scores by 20% in one year

Server, Ole Mexican Restaurant, Towson, MD   June 20xx - May 20xx
- Provided excellent customer service in fast paced environment

LEADERSHIP

Captain, Member   Aug. 20xx - Present
Towson University Club Soccer, Towson, MD
- Create drills, warm-ups and stretching routines for team of 20 athletes
- Lead team to state-level intercollegiate tournaments
- Manage budget and ensure team is in good standing with university