

	<p><b>Mia Santiago</b>  123 Four Street, City 10110, (123)456-7890  you@email.com, www.website.com</p>						
<b>SUMMARY</b>	<p>Business student with extensive retail experience and award-winning customer service skills. Successfully implemented social media presence and branding to improve sales. Strong written communication and graphic design background. Fluent in Spanish.</p>						
<b>EDUCATION</b>	<p>B.A Business (Will Graduate 2021)  Texas A&amp;M University, Additional Coursework in Graphic Design  Great Sales Seminar, 2019, 2020  Customer Service Training, Macy’s, 2019</p>						
<b>SKILLS</b>	<p>Customer Service</p> <ul style="list-style-type: none"> <li>● Received “Outstanding Customer Service” Award, 2019</li> <li>● Assisted up to 100 customers daily in locating merchandise and making purchasing decisions</li> <li>● Increased monthly sales approximately \$1000 by utilizing add-on sales techniques</li> <li>● Supported customers by fielding and resolving key concerns</li> <li>● Effectively handled irate customers and complaints in a friendly, patient manner</li> </ul> <p>Merchandising/ Marketing</p> <ul style="list-style-type: none"> <li>● Assisted manager in analyzing sales and marketing trends for purchasing seasonal merchandise</li> <li>● Launched and managed social media presence to increase sales</li> <li>● Created innovative in-store displays and promotional materials</li> <li>● Stocked, priced, and inventoried merchandise</li> </ul> <p>Administrative</p> <ul style="list-style-type: none"> <li>● Produced daily, weekly, and monthly sales reports</li> <li>● Balanced cash drawer with consistently high level of accuracy</li> </ul>						
<b>EXPERIENCE</b>	<table> <tr> <td>Retail Associate, Macy’s, College Station, TX</td> <td>Dec 19-present</td> </tr> <tr> <td>Sales Representative, Target, Bryan, TX</td> <td>Sept 18- Dec 19</td> </tr> <tr> <td>Server, Rosa’s Cafe, College Station, TX</td> <td>Jan 17- Sept 18</td> </tr> </table>	Retail Associate, Macy’s, College Station, TX	Dec 19-present	Sales Representative, Target, Bryan, TX	Sept 18- Dec 19	Server, Rosa’s Cafe, College Station, TX	Jan 17- Sept 18
Retail Associate, Macy’s, College Station, TX	Dec 19-present						
Sales Representative, Target, Bryan, TX	Sept 18- Dec 19						
Server, Rosa’s Cafe, College Station, TX	Jan 17- Sept 18						

**Figure 16.4.** Sample of résumé parts.<sup>1</sup>

<sup>1</sup> Adapted from Megan Savage, “Resume Sections and Guideline,” licensed under [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/) in , Allison Gross, Annemarie Hamlin, Billy Merck, Chris Rubio, Jodi Naas, Megan Savage, and Michele DeSilva, *Technical Writing* (Open Oregon Educational Materials, n.d.), <https://openoregon.pressbooks.pub/technicalwriting/>. Licensed under a [Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License](https://creativecommons.org/licenses/by/4.0/).