

SHALYN CHASE

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EDUCATION

BS, University of Maine, Orono, ME May 20XX
Major: Business Administration
Double Concentration: Management and Marketing

ORGANIZATIONAL/ MANAGEMENT SKILLS

- * Developed a company-wide Customer and Employee Safety and Security Training Program for approximately 125 employees.
- * Organized annual public relations & community events (Sam's Pizza).
- * Successfully motivated employees to participate in summer promotions.
- * Served as an administrative liaison between management and its franchise owners.
- * Completed daily financial reports.
- * Trained and supervised new employees.
- * Delegated tasks.

COMMUNICATION SKILLS

- * Experienced with Microsoft Office: Word, Excel and PowerPoint software as well as COREL5, SYSTAT and the Internet.
- * Implemented the Customer and Employee Safety and Security Training Program.
- * Participated in commercials and training videos as an actor and script writer.
- * Handled customer concerns and complaints.
- * Informed University of Maine Alumni about current events and cleared up many misunderstandings between them and the University.

SALES/ MARKETING SKILLS

- * Organized and implemented summer promotions for Sam's Italian Foods and its franchises.
- * Created daily advertising schedules and distributed them to the media.
- * Assisted in the research and development of commercials.
- * Purchased inventory.
- * Personally generated pledges from Alumni to help support the University of Maine.

EMPLOYMENT

20XX-20XX. Sam's Italian Foods. Lewiston, ME
20XX-20XX. University of Maine General Alumni Association's Annual Alumni Fund Phonathon. Orono, ME
20XX-20XX. Bear's Den. Memorial Union. Orono, ME

ADDITIONAL INFORMATION

- * Attended Chamber of Commerce Seminars on Marketing and Customer Satisfaction.
- * Co-authored a chapter in The Maine Guide for Small Business published by the Maine Business School at the University of Maine in May 20XX.
- * Earned forty percent of college expenses.
- * Ability to communicate in French at an intermediate level.
- * Enjoy outdoor recreational and sporting activities.
- * Active in my religious community.