

**Student Name**  
Street, City  
Province, Postal Code  
(403) 234-3456  
University.Email@uleth.ca

## **EDUCATION**

**University of Lethbridge**, Lethbridge, AB *2010-Present*

B.A. Anthropology

Cooperative Education Program

- GPA: 3.45 / 4.00
- Courses Include: Anthropology of Gender, Native Studies, Language, Culture and Communication, Canadian History (Post 1867), Power and Discourse, World Religions, Philosophy

## **TRANSFERABLE SKILLS**

### **Communication**

- Committed to exceeding expectations when answering questions and complaints, ensuring complete customer satisfaction
- Maintained positive working relationship with customers
- Proven ability to deal with a wide range of individuals
- Team player with a systematic, interactive approach, willing to take initiative
- Superior customer service skills
- Outstanding oral and written communication skills gained through academic course work
- Results oriented with a superior ability to multi-task developed through balancing academia and part time work

### **Personal Management**

- Demonstrated ability to solve problems independently while working under pressure in a fast-paced environment
- Followed rules and regulations to ensure business complied with set standards
- Supervised the day-to-day business operations
- Ability to lead and motivate team members
- Prioritize a variety of simultaneous responsibilities

### **Organization and Development**

- A lifelong commitment to ongoing learning
- Organized with exceptional time management
- Pay attention to detail
- Set priorities and ensured all deadlines were met
- Planned, prepared and executed interactive public programs as well as tours for all age groups
- Assisted in Museum collections and archiving

## **Technical**

- Administrative duties included answering and directing calls, taking messages
- Knowledge of Microsoft Office Suite
- Accurate keyboarding skills
- Proficient in Windows Operating Systems

## **WORK EXPERIENCE**

### **Swift Current Museum, Swift Current, SK**

Public Programming; Front Assistant

*Summer 2012*

- Aided in set-up, and execution of public programs for various age groups
- Gave weekly Historical Cemetery Tours
- Researched, Organized, and created an exhibit on the local Pioneer Co-operative as a part of Swift Current's centennial celebrations
- Planned interactive public program for children twelve to seventeen years of age
- Assisted in Visitor Information Services
- Offered information, Historical Interpretations and Tours to visitors
- Assisted in collections and archiving
- Maintained and updated Social Media pages (Twitter, Facebook)

### **Martin Brothers Funeral Chapels Ltd., Lethbridge, AB**

*2014*

Customer Services Liason

- Gained valuable experience in customer care and service
- Maintained a professional appearance and attitude
- Participated in preparation, set up, and clean up of several services

## **REFERENCES**

Reference's Name

Reference's Job Title

Reference's Company

Reference's Phone Number

Reference's Email Address

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