

Student Name

Houston, TX | (123) 456-7890 | studentsample@twu.edu

PROFILE	Goal-driven, compassionate, and accountable professional with 9+ yrs. of related, team-oriented experience in fast-paced settings. Adaptable customer service representative successful in managing personnel, department operations, and integrating best practices to increase productivity. Ability to use communication and problem solving skills to liaise with various departments to bring support to common goals.	
EDUCATION	Texas Woman's University, Houston, TX	
	Master of Business Administration Emphasis in General Business	May 2018 GPA 3.58
EDUCATION	Texas Woman's University, Denton, TX	
	Bachelor of Science in Public Health Honors Program	May 2015 GPA 3.52
RELEVANT EXPERIENCE	Texas Children's Hospital, Houston, TX	May 2018 – Present
	<i>Claims Benefit Specialist</i>	
	<ul style="list-style-type: none">• Ensured claims were processed in a timely manner while following all guidelines• Demonstrated excellent customer service by thoroughly answering any inquiries patients had• Investigated internal customer requests or special projects and conducted follow ups• Participated in developing action plans and goals for the office to ensure efficiency, outcomes, and productivity	
	Texas Woman's University, Student Life, Houston, TX	Aug 2017 – May 2018
RELEVANT EXPERIENCE	<i>Graduate Assistant</i>	
	<ul style="list-style-type: none">• Assist in organizing materials for multiple orientations for each semester• Brainstormed with staff to develop marketing strategies aimed at increasing student involvement in campus activities and decreasing student apathy• Supported, participated in, and set up events involving all organizations on campus to extend visibility of positive club activities across campus	
	Advocates For Human Potential (Outpatient Psychiatric Clinic), Houston, TX	June 2015 – Aug 2017
RELEVANT EXPERIENCE	<i>Office Manager</i>	
	<ul style="list-style-type: none">• Handled all insurance claims and verification processes, as well as, all billing• Organized office activities focused on team-building and avoiding burnout• Updated and maintained patient records to ensure accurate information was gathered	
SKILLS	Microsoft Office (Excel, Word, PowerPoint, Publisher, Access) Problem Solving & Decision Making Public and Community Relations Time Management Patient and Family Support Team Coordination	
LEADERSHIP ACTIVITIES	Student Government Association	Jan 2011 – May 2015
	President	Aug 2014 – May 2015
PROFESSIONAL DEVELOPMENT	<ul style="list-style-type: none">• Served as student body representative to university administration• Collaborated with executive board to create team-building activities to ensure cohesiveness and trust within the organization• Initiated, developed, and sustained policies and programs that were made to increase quality of student's experience on campus• Monitored and implemented legislative decision making governing all aspects of organization	
	Managing Conflict in the Workplace	October 2019
	Learning To Be Approachable	May 2015
	Efficient Time Management	November 2015
PROFESSIONAL DEVELOPMENT	Telling a Story to Build a Community	January 2015