

# Your First and Last Name

XXX-XXX-XXXX | Email | LinkedIn.com/yourname

## Education

### Master of Business Administration (MBA)

May 20XX

James Madison University | Harrisonburg, VA  
Concentration: Innovation

### Bachelor of Business Administration (BBA)

May 20XX

James Madison University | Harrisonburg, VA  
Major: Management

## Sales and Client Services Experience

### Assistant Manager, Client Services

September 20XX – Present

S&P Global | Charlottesville, VA

- Led a team of 5 client services coordinators in delivering exceptional support and solutions to clients in the financial services industry
- Managed relationships, addressing inquiries, resolving issues, and ensuring client satisfaction
- Developed and implemented process improvements to streamline operations, resulting in a 50% reduction in lead time and a 20% increase in overall efficiency
- Collaborated cross-functionally with sales, product, and technical teams to meet client needs and exceed performance targets

### Branch Sales and Services Associate

May 20XX – September 20XX

PNC Bank | Oakton, VA

- Implement a defined sales process to engage customers and identify appropriate financial solutions, resulting in strengthened customer relationships
- Acquire and deepen the branch customer base through proactive sales and service activities, driving business growth, and increasing revenue and customer loyalty by 25%
- Conduct proactive sales conversations through various channels, delivering personalized solutions and addressing customer needs effectively
- Manage risk effectively by adhering to policies and procedures, minimizing potential losses, and ensuring compliance with regulatory requirements.

### Client Services Coordinator Intern

December 20XX – May 20XX

S&P Global | Charlottesville, VA

- Provided client support including assisting with product inquiries, account management, and technical troubleshooting through detailed diagnostics
- Managed client onboarding processes, ensuring smooth transitions and accurate data migration
- Coordinated with internal teams to address client feedback and implement product enhancements
- Developed training materials and resources for clients, promoting user adoption and engagement

## Finance and Marketing Experience

### Information Technology (IT) Finance Intern

December 20XX – May 20XX

PVH Corp. | New York, NY | Remote

- Conducted financial analysis and reporting activities, budget planning, forecasting, and variance analysis processes
- Collaborated with cross-functional teams to track IT spending against budget targets, identifying areas for cost optimization and recommending cost-saving initiatives
- Prepared financial statements, including balance sheets, income statements, and cash flow statements, to support month-end and year-end closing processes

### Marketing Intern

May 20XX – August 20XX

Fuse Recruitment | Hawthorn, Australia

- Developed visual and written content for internal communications platform with marketing team
- Created graphic and video content for social media accounts, contributing to the enhancement of brand presence and engagement strategies, increasing engagement by 15%
- Devised strategies to drive growth across social media platforms, actively participating in brainstorming sessions and idea generation

## Certifications

Project Management Professional

December 20XX

Six Sigma

May 20XX