

Steven Z. Sample

2000 Sample Drive
Lynchburg, VA 22000
434-555-2000
ssample@liberty.edu

PROFESSIONAL SKILLS PROFILE:

- Effective interpersonal skills addressing customer concerns and complaints in a timely manner
- Team leadership, collaborating to meet projected staff goals under guidance of manager
- Project Manager of Brand Development to increase customer loyalty
- Planned, created, and evaluated promotional and publicity strategies
- Designed new employee training program that dramatically increased productivity by 75%

EDUCATION:

BS in Business Administration, Liberty University, Lynchburg, VA Anticipated: May 2013

- Specialization: **Marketing**
- Minor: **Graphic Design**
- Honors: Alpha Lambda Delta Honor Society, Dean's List
- GPA in Major: **3.75**
- Organizations: Student Marketing Association and American Institute of Graphic Arts
- Computer Skills: Microsoft Office Suite 2010, Adobe Illustrator, Photoshop

EXPERIENCE:

Server/Host, Applebee's, Lynchburg, VA September 2011 – Present

- Fast-paced customer service position in a high volume operation
- Promoted from Host to Server after 4 months
- Select and train staff, promoting team-building and motivational skills
- Provide leadership and management as shift supervisor for 15 staff and up to 100 guests

Marketing Intern, NEC Corporation of America, Irving, TX May 2012 – August 2012

- Administrative functions of the organization in support of sales and marketing departments
- Assembled sales materials, dealer kits, collateral, and preparation of marketing presentations
- Assisted with components of product and buyer messaging and channeled marketing campaigns
- Supported the NEC Product Marketing team with various initiatives; including writing, internal and external communications, product, web content, and social media for customer growth and allegiance

COMMUNITY SERVICE:

Accumulated more than 100 hours of volunteer experience for various community projects:

Chamber Host and Ambassador Team, Lynchburg, VA August 2011 – Present

- Public Relations representative welcoming new members and assisting with retention
- Served as a representative for the Chamber staff at community activities and events

Volunteer, Food Pantry of Downtown Ministries, Lynchburg, VA August 2010 – August 2011