

Karen McDonalds

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HIGHLIGHTS:

- Excellent customer service experience
- Strong written and verbal communication skills
- Proficient in Microsoft Word, Excel, PowerPoint, and Access
- Bilingual in Spanish and English

EDUCATION:

BS degree in Business Administration - Management

Expected May 2020

San Francisco State University, San Francisco, CA

GPA: 3.2

Relevant Courses: Introduction to Management and Organizational Behavior, Business Communications

HONORS:

- Dean's List, 2016 – Present

WORK EXPERIENCE:

ABC Company, San Francisco, CA

January 2018-Present

Management Intern

- Develop a report with suggestions to hiring process
- Collaborate with different departments to execute projects
- Conduct research online to prepare for upcoming projects

SFSU Career Services, San Francisco, CA

January 2017-May 2018

Office Assistant

- Performed administrative tasks such as emailing, filing, copying, scanning, and scheduling appointments
- Communicated with incoming students and staff to deliver career services
- Entered employer data using Excel and Access
- Assisted with event setup and greeted guests
- Trained new student assistants and prepared training materials

Starbucks, San Francisco, CA

August 2016-December 2016

Barista/Cashier (Seasonal)

- Provided quality service to diverse customers and resolved issues and complaints
- Promoted new beverages and promotions to customers in a busy location with over 500 customers per day
- Processed cash and credit card transactions accurately using a POS system

Leadership Experience:

Management Organization for Business Students (MOBS)

September 2016-Present

Vice President, Professional Development

- Coordinated events and managed operations during the event
- Planned and developed projects for members to network with professionals