

IMA BUSINESS STUDENT

1234 Street Avenue ▪ Salt Lake City, UT 84100 ▪ (800) 222-3333
emailaddress@utah.edu

EDUCATION

Bachelor of Science, Information Systems

University of Utah, David Eccles School of Business

GPA: 3.75, Business GPA: 3.8

Enrolling Masters of Information Systems, Spring 2010

May 2009
Salt Lake City, UT

Honors

- Golden Key International Honor Society
- Phi Theta Kappa Honor Society, International Scholastic Order

Related Coursework

- IT Security – Honeypots, IDS, firewalls, keylogger, port scanner, packet analyzer
- Database fundamentals – SQL, Access, Data models, Data flow diagrams
- Data Warehousing – Statistical regression, statistical modeling, web and business analytics, data mining

EXPERIENCE

The Marshall Organization

IT Support Desk

August 2007 - Current
Salt Lake City, UT

- Provided front-line information technology support to a company of 300 employees in 3 local offices
- Streamlined customer support call routing procedure which decreased customer wait time by 15%
- Coordinated with vendors for equipment repairs and replacements, including computers, printers, and other devices
- Maintained exceptional standards of customer service, receiving the “Customer Excellence” award two consecutive years

Media Play

Sales Associate/Department Lead

July 2006 – March 2007
Salt Lake City, UT

- Evaluated product profit margins and implemented employee training program to increase promotion of higher margin products which resulted in a 35% increase in revenue, while raising customer satisfaction
- Generated daily sales expectation charts for department and individual employees from budget projections
- Dramatically improved customer loyalty score in department from 65% to 97% satisfaction

Stevens Brown

Sales Associate

July 2005 – June 2006
Orem, UT & San Francisco, CA

- Directed 3 employees for redesign project of department layout and increased revenue by 15%

Snowbird Ski Resort

Sales Representative

September 2005 – January 2006
Park City, UT

- Designed marketing literature and organized distribution efforts that led to record season pass sales

ACTIVITIES AND HONORS

Information Systems Club, Activities Vice-President

- Scheduled guest speakers from the University of Utah, David Eccles School of Business, and local Information Systems companies for 14 weekly meetings
- Recruited new members through classroom presentations and word of mouth advertising

INTERESTS

Enjoy marathon competitions, fishing, and competitive chess