

IMA BUSINESS STUDENT

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

OBJECTIVE

To obtain a summer tax internship with the Salt Lake City office of ABC Accounting Firm.

EDUCATION

University of Utah, David Eccles School of Business

Bachelor of Science, Accounting

Masters of Accounting

GPA: 3.75, Business GPA: 3.8

Honors

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

Salt Lake City, UT

Graduation: May 2011

Expected Graduation: May 2012

EXPERIENCE

The Marshall Organization

IT Support Desk

August 2008 - 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 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 2007 – March 2008

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 2006 – June 2007

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 2006 – January 2007

Park City, UT

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

ACTIVITIES

Gamma Gamma Gamma Fraternity, Vice President of Activities

- Coordinated fundraising campaign which raised over \$5,000 for low income youth snowboarding programs
- Organized planning and logistics activities for formal dance, including transportation, catering, entertainment, and decorations
- Supervised marketing committee for national conference, increasing participation by 20% over previous year by using social networking strategies

INTERESTS

Enjoy marathon competitions, fly fishing, and snowboarding