

Baltimore, Maryland

**JANE SMITH**

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**SUMMARY**

Self-motivated and enthusiastic graduate student with excellent interpersonal and customer service skills. In pursuit of Finance and Accounting internship for fall 20XX.

**EDUCATION****Master of Science, Accounting & Business Advisory Services**

Graduation: 20XX

University of Baltimore, Baltimore, Maryland

**Bachelor of Business Administration**

May 20XX

Tribhuvan University, Pokhara, Nepal

**Major: Finance**

GPA: 4.0

**SKILLS**

- **Accounting Skills:** Technical knowledge of accounting principles
- **Computer Skills:** Advanced skills in Microsoft Office and PeopleSoft. Intermediate skills in R programming and Python
- **Languages:** Fluent in English and Nepalese

**WORK EXPERIENCE****Graduate Assistant, Administration and Finance-Dean's Office**, Baltimore, MD

February 20XX-Current

University of Baltimore -Merrick School of Business

- Create requisition, purchase orders, and receipts by utilizing PeopleSoft software.
- Update Excel sheets to make the information up-to-date regarding MSB Department.
- Respond to inquiries of professors, staff and concerned people through query, spreadsheet and other resources.
- File and organize important documents in order to make information readily available.

**Intern, Customer Service Department**, Prabhu Bank Limited, Pokhara, Nepal

June 20XX – August 20XX

- Introduced 10 -50 customers a day to the various services of the bank by utilizing marketing techniques including word of mouth, distribution of brochures and other persuasive marketing tools resulting in 180 new accounts within the work period.
- Demonstrated analysis skills by proactively identifying issues, such as missing signatures on documents, and resolving the issues in a timely manner.
- Utilized customer service skills to handle inquiries from customers and determine where to route the issue or question for resolution, as well as resolve customer complaints and grievances.
- Balanced customer checkbooks, provided bank statements, distributed ATM cards, and prepared required documentation by showing attention to detail in a fast-paced environment.

**CAMPUS INVOLVEMENT****Public Relations Coordinator**, International Student Association, University of Baltimore

January 20XX-Current

- Email concerned departments regarding upcoming events and planning.
- Maintain ongoing relationships with members and update needed information.
- Provide information about benefits and assistance of ISA to students.
- Utilize Facebook to connect with people regarding ISA and update on a regular basis.

**HONORS**

- Thumel GRAD Scholarship
- Merit Based Scholarship in BBA

Spring 20XX

20XX