

Chronological Resume Sample: Business

Heather B. Student

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OBJECTIVE

Blue Shield of California internship with the Operations Management Trainee Program

EDUCATION

Bachelor of Science in Business Administration

Concentrations: Entrepreneurship and General Management

Minor: Spanish

California State University, Sacramento: May 2010

Cumulative GPA: 3.1

Financed 85% of College Education

Computer Skills: Microsoft Office, Adobe Breeze/Connect Enterprise, TechSmith Snag-it

Language Skills: Fluent in Spanish and English

Scholarship: McDonald's Scholarship 2005

Honors/Awards: Designated Hitter Award 2008 and Dean's Honor List 2006

Travel: Mexico

Achievements: Developed a Forecasting Model for Per Capita Income (Data Analysis for Managers)

WORK HISTORY

Program Assistant, MESA Engineering & Computer Science Program, Sacramento, CA 2006-Present

- Aided in the organization of program events such as Day in the Life of an Engineer, Career Fair, and Freshman Orientation Dinner
- Accessed confidential student information through the University's database
- Managed the WebCT database for the M.E.P. Orientation and Problem Solving course for the academic year and helped with classroom instruction
- Facilitated the coordination of the outreach and recruitment program in absence of recruitment counselor
- Assisted in increasing the average M.E.P. class size by roughly 23% in 2008
- Communicated directly with over 400 applicant students to ascertain interest and obtain additional information
- Created databases and spreadsheets with students' information

Instructional Design Intern, Blue Shield of California, El Dorado Hills, CA Summer 2008

- Designed, developed, and implemented two web-based training modules for specific processes that had been encountering quality errors for Claims and Installation & Membership
- Compiled Dash Board Reports used as snapshots of how the company's training was being utilized for use by upper management
- Created an administrative user guide for Adobe Connect Enterprise server and managed uses
- Assisted trainers in preparation by organizing materials for 15 employees and helping during their training classes

AFFILIATIONS

Inroads 2008, Women in Business 2008, College Assistant Migrant Program 2005, and Education Opportunity Program 2005

COMMUNITY INVOLVEMENT

Bikes for Tykes 2007, A Penny for Your Thoughts 2007, American Heart Association 2007