

John Doe

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PERSONAL

Date of Birth: January 1, 1980
Place of Birth: Toronto, Ontario, Canada
Citizenship: Canadian
Visa Status: Permanent Resident

OBJECTIVE

Position as lecturer in Organizational Psychology

EMPLOYMENT

First Company, Inc., Los Angeles, CA
January 1, 2007 - present

Customer Service Manager

- Oversee Customer Service Department
- Supervise Customer Service Representatives
- Winner, First Company Excellence Award

Second Corporation, San Diego, CA
January 1, 2003 - December 31, 2006

Customer Service Representative

- Provide service to customers via telephone and email
- Respond to all inquiries within 24 hours
- Successfully reorganized call escalation protocol

EDUCATION

State University, Los Angeles, CA

MBA in Marketing
June 2007
Thesis: *This Little Piggy Went To Market*

State College, San Diego, CA

BA in History
June 2004
Focus on Elizabethan England and its impact on the world

SKILLS

Language - Fluent in Spanish, intermediate French
Computer Skills - Microsoft Office, several popular accounting packages
Personal Interests – Member of Toastmasters International, Volunteer at Memorial Hospital Chaplaincy Program