

**Kathleen Minion**

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**OBJECTIVE**

To obtain a position in the field of **Business Management**

**EDUCATION**

Harper College, Palatine, IL

Associate in Applied Science: Business Administration Degree - Management Expected May 20xx

**Relevant Coursework**

Introduction to Business Organization	Business Law
Principles of Management	Strategic Management
Leadership	Principles of Marketing

**SKILLS**

Microsoft Office: Word, Excel, PowerPoint, Access and Outlook  
Fluent in Spanish, Polish and English

**EXPERIENCE**

Advantage Solutions, Glen Ellyn, IL

**Customer Service Management Intern** December 20xx to Present

- Learn procedures to inform customers of unit prices, shipping dates, and anticipated delays and to verify accuracy daily
- Create ways to improve customer service results by researching, evaluating and redesigning processes
- Determine amount of staff needed, set hours and assign specific responsibilities under supervision of department manager
- Manage inventory including ordering parts and equipment needed for department
- Compile customer feedback and create reports for management

Menards, Schaumburg, IL

**Assistant Store Manager / Sales Associate** September 20xx to December 20xx

- Assisted store manager with scheduling sales team and performance reviews, gathered sales and profit information to create weekly reports for store management and oversaw inventory maintenance
- Completed extensive training in areas of Building Materials and Hardware and Electrical in order to answer guest questions efficiently and effectively and help with home improvement plans
- Provided quick and accurate checkout services to customers at register

**ACTIVITIES**

Harper College, Palatine, IL

Business & Entrepreneurship Club September 20xx to Present