**First Name Last Name**

**City, ST XXXXX** (state and zip code)

**Phone | Personal Email**

**Summary of Qualifications**

* Bachelor of Science, Business Administration with a Risk Management and Insurance major; coursework includes Cyber Risk Management, Risk Management Careers, Accounting, Organizational Leadership, and Global Risk Management (Excess and Surplus Lines with study in London)
* Four years of experience in the hospitality industry working with a diverse clientele; leadership and staff training experience; additional experience with inventory, stocking, credit card accounting, and cash management
* Excellent client-facing experience in fast-paced and demanding environments; successful record of client satisfaction
* Computer skills include Microsoft Office Suite, MS Access, MS Excel (with statistical analysis extensions), and DecisionPoint; Social Media experience includes: Facebook, Twitter, and Instagram

**Education**

**University of Colorado Denver, Business School, Denver, CO**

Bachelor of Science, Business Administration, Risk Management and Insurance Major; Expected graduation Fall 20XX; 3.X GPA

**Professional Experience**

**Company, City, State, Month 20XX – Present**

**Title**

* Responsible for General Liability and Specialty insurance coverages and DecisionPoint, the online quoting tool for agents
* Present DecisionPoint to agents and provide training on how to write new business with this system while promoting the advantages of utilizing the system; report findings on trends to help tailor future training on DecisionPoint

**Company, City, State, Month 20XX – Month 20XX**

**Title**

* Managed the bar top and was responsible for opening and closing duties that included stocking, inventory, and receipt reconciliation; trained all new hires and communicated all organizational standards of conduct
* Part of an eight-person team that achieved from $8K – $10K sales per night for a small neighborhood restaurant
* Resolved customer complaints while providing exceptional customer service and maintaining a successful record of client satisfaction

**Company, City, State, Month 20XX – Month 20XX**

**Title**

* Consolidated and maintained a 10,000-person Excel customer database
* Developed and sent surveys to customers on a semi-annual basis; increased participation from 5% to over 15% during tenure due to modifying survey length and email content

**RMI Involvement And Community Service**

**CU Denver, Business School, Gamma Iota Sigma, Beta Mu Chapter, Treasurer, Month 20XX – Present**

**Colorado Chartered Property & Casualty Society (CPCU), Member, Month 20XX – Present**

**Rocky Mountain Risk Insurance Management Society (RIMS), Member, Month 20XX – Present**

**Denver Rescue Mission, Volunteer, Month 20XX – Present**

**Face-to-Face Selling Seminar, Sponsored by PIIAC, 20XX**