

Jacob Davis

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SUMMARY OF QUALIFICATIONS

- Strong work ethic demonstrated by maintaining a 3.7 GPA while working 20 hours a week.
- 3 years of customer service experience working in a fast-paced, professional environment.
- Proficient in Microsoft Visio, Access, Excel, Word, PowerPoint, SQL, HTML/XML and C#.

EDUCATION

Washington State University (WSU) Vancouver

Bachelor of Arts in Business Administration, Major in Entrepreneurship, May 20XX

Professional Sales Certificate

GPA: 3.70/4.00

RELEVANT PROJECT

Creative Title, WSU Vancouver

Business Growth Mentor and Analysis Program, January 20XX - May 20XX

- Developed a strategic growth plan for company X with 4 teammates to determine the best opportunities to pursue in order to achieve a growth goal of 15%.
- Assessed marketing, financial and operation performance for company X, and made managerial recommendations, both written and verbal, to improve overall efficiency.
- Utilized SQL in Microsoft Access to generate reports and visual representations of how the company was operating overall, ultimately identifying areas of improvement.

PROFESSIONAL EXPERIENCE

Kaiser Permanente, Vancouver, WA

Administrative Assistant, November 20XX - Present

- Provide administrative support for the Director and act as a liaison between the Director and other regional program administrators.
- Demonstrate customer service by answering and evaluating calls regarding concerns or complaints directed towards the department.
- Initiate the completion and distribution of reports for the department including monthly expense reports and budget trackers in Microsoft Excel.
- Coordinate travel arrangements for the Director and additional senior staff, including: meeting locations, luncheons, setting up visual aid requirements and transportation.

Laboratory Technical Assistant-Client Services, January 20XX - November 20XX

- Prepared accession logs, initiated worksheets in Microsoft Excel, and created and maintained information in Microsoft Access to ensure accurate record keeping.
- Followed legal procedures to create and facilitate a laboratory project certification workshop, under technical supervision to ensure those seeking to attain the certificate were aware of standard procedures in the lab.
- Received and screened incoming phone requests for patient reports, and released confidential test results as according to HIPAA protocol.
- Handled and processed specimens with a strong attention to detail and dexterity to ensure all safety and legal protocols were being followed for optimal success.

Quality Assurance Intern, August 20XX - January 20XX

- Assisted with managing the delivery of systems and technologies that support Health Plan and Operations.
- Integrated prior patient data in the health plan portfolio towards a more widely used set of applications within Oracle, so the portfolio and patient records were all in the same database.
- Created managerial reports that highlighted the development and analytics of the local office.