

Yulia Klymenko

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PROFILE

- Excellent work ethic demonstrated by working 20 hours per week while maintaining high academic achievement
- 3 years of customer service experience, working to resolve issues and solve problems
- Experience managing data and creating reports through Microsoft Word, Excel and Power Point
- Proficient in Microsoft Office: Word, Excel, PowerPoint, OneNote, Access, Visio, and Project
- Intermediate experience with Microsoft SQL, HTML, and Basic Java

EDUCATION

Bachelor of Arts in Business Administration

Expected May 20XX

Major: Management Information Systems

GPA: 3.6

Washington State University (WSU), Vancouver, WA

President's Honor Roll : Spring 20XX, Fall 20XX, Spring 20XX, Fall 20XX

RELEVANT PROJECT

Project Title, Name of Class

Semester 20XX

WSU Vancouver

- Start bullets with strong action verbs that describe the project. Remember to think of your audience as someone who knows nothing about what you accomplished or about your class at WSU. What were the results?
- Include any technical/computer skills you used, data analysis techniques or concepts.
- When describing a group project make sure to emphasize specifically how YOU contributed to the project.
- Highlight business skills you demonstrated: project management, collaboration, analysis, market research, customer relationship management, writing skills, communication, presenting data, problem- solving, leadership.

RELEVANT EXPERIENCE

Help Desk Technical Support Intern, Clark Public Utilities

October 20XX-Present

Vancouver, WA

- Utilize effective communication to provide assistance and troubleshoot concerns for customers and employees.
- Install new personal computer systems and reviews, monitor and upgrade existing personal computer systems.
- Maintain existing hardware and software.
- Work directly with end-users, researching areas of challenge and work through problems with helpdesk callers.

Technology Assistant, Information Technology, WSU Vancouver

August 20XX-May 20XX

Vancouver, WA

- Provided technical assistance to faculty and students in computer lab with 55 PC's and 5 printers.
- Troubleshoot problems with computers and other equipment; assist users with full utilization of available hardware and software through effective customer service skills.
- Assisted with inventory of software licensing; track and control loaning of technology equipment to school personnel.

OTHER EXPERIENCE

Server, Panda Express

September 20XX-August 20XX

Vancouver, WA

- Promoted from hostess to server within 3 months, trained 3 other servers.
- Received server of the month award, consistently met or exceeded sales goals.

Laborer, Synergy Construction

May 20XX-June 20XX

Vancouver, WA

- Executed site-based construction projects with tight deadlines through effective organizational and communication skills.

LEADERSHIP & ACTIVITIES

Member, Society for Information Management Club, WSU Vancouver

August 20XX-Present

Participant, Indoor Sports Adult Soccer League, Salmon Creek, WA

June 20XX-Present