

Sarah A. Smiles

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Education

University of Dayton, Dayton, OH

Graduation: May 20xx

- **Bachelor of Science - Management Information Systems and Operations Management**
- GPA: 3.23

Skills Summary

- | | | |
|----------------------------|-------------------------------|---------------------------|
| ♦ Java | ♦ Six Sigma Yellow Belt | ♦ Supply Chain Management |
| ♦ Data Analysis - MS Excel | ♦ mySQL | ♦ Process Management |
| ♦ Project Management | ♦ Rational Software Architect | ♦ Systems Development |
| ♦ Database Development | ♦ Proficiency with MS Office | ♦ Implementation |

Professional Experience

MILLER VALENTINE GROUP – BUSINESS ANALYST INTERN

September 20xx – April 20xx

- ♦ Member of the Project Management Team on two software conversion and implementation projects
- ♦ Responsibilities on each team:
 - Database Conversion
 - System Implementation
 - Data Analysis
 - User Training
 - Problem Resolution

UD BUSINESS RESEARCH GROUP – GLOBAL RESEARCH / TECHNICAL SUPPORT

May 20xx – August 20xx

- ♦ Used CATI (computer-aided telephone interviewing) system on a global research project and set up surveys on the system under the direction of the Assistant Director
- ♦ Collected and compiled global research survey data
- ♦ Used Statistical Package for the Social Sciences (SPSS) and Excel in the extractions and organization of the data
- ♦ Assessed and repaired computer and survey malfunctions

UD BUSINESS RESEARCH GROUP – MARKET RESEARCH/HEAD SUPERVISOR

January 20xx – August 20xx

- ♦ Maintained/updated supervision schedule for each market research project
- ♦ Trained seven new employees on new market research projects
- ♦ Assessed and repaired computer and survey malfunctions
- ♦ Met daily quotas and maintained current statistics on projects
- ♦ Increased profit for area hospital, identified successful advertisements, and surveyed surrounding communities
- ♦ Enabled a local newspaper to launch a successful new edition based on customer interest and preferences

Leadership Experience

UNIVERSITY OF DAYTON SCHOOL OF BUSINESS – PEER ADVISOR

August 20xx – May 20xx

- ♦ Student mentor for approximately 30 freshman business students
- ♦ Student representative for the School of Business
- ♦ Aid students in class registration and explaining degree requirements
- ♦ Provide a unique student perspective on academics, extracurriculars, and programs available to students
- ♦ Interact with potential students and their families

Volunteer Activities

Humane Society of Greater Dayton
Ronald McDonald House of Greater Dayton

20xx – 20xx
20xx – 20xx