

# Sarah A. Smiles

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## Education

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*University of Dayton- Graduation Date: May 20xx*

- **Management Information Systems and Operations Management**
- GPA Major: 3.3 Overall: 3.2

## Skills Summary

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

## Professional Experience

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### MILLER VALENTINE GROUP – BUSINESS ANALYST INTERN

*February 20xx - Present*

- ♦ 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

*August 20xx - Present*

- ♦ 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

*August 20xx - Present*

- ♦ Maintained/updated supervision schedule for each market research project
- ♦ Trained 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

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### UNIVERSITY OF DAYTON SCHOOL OF BUSINESS

**Peer Advisor,** August 20xx-Present

- ♦ 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

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HUMANE SOCIETY OF GREATER DAYTON

RONALD MCDONALD HOUSE OF GREATER DAYTON