

Mona Mustang

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University student in Finance seeking a summer position as a **Financial Customer Service Representative** where I can use my detail-oriented approach in a team setting to solve challenging problems and provide exemplary client service

SUMMARY OF QUALIFICATIONS

- Specialization in Finance and Administration
- Experience in accounts payable/accounts receivable/financial statements
- Exceptional organization and planning skills
- 6 years customer service experience with a positive reputation
- Technical skills in Microsoft Office, Adobe Suite, and Photoshop
- Fluent in English and Spanish; conversational French

EDUCATION

Candidate for Bachelor of Management and Organizational Studies

Spring 2XXX

Finance and Administration

The University of Western Ontario (Western), London, ON

- Awarded conditional pre-admission to **Honors Business Administration (HBA) program at Ivey Business School** (studies to commence in September 21XX)
- Entrance Scholarship of \$2500, renewed 4 years

Relevant Courses included: Business Administration, Marketing, Communications and Consumer Brands
Marketing

FINANCE & MARKETING

VP Finance

2XXX-Present

Purple Spur Society, Western, London, ON

- Managed budget of \$10,000 for all club activities, successfully meeting budget targets
- Assumed accountability for cash outs, bank deposits and statement reconciliations
- Maintained financial records through the use of spreadsheets, databases, and other financial software

Marketing Project

Summer 2XXX

Marketing Research Group, London, Ontario

- Researched and developed a comprehensive marketing plan for a senior business course
- Presented and defended a proposal to a committee of professional academics and peers; received positive comments on depth of research and strength of argument

CUSTOMER SERVICE**Assistant Manager**

2XXX – 2XXX

Japan Camera Centre, London, Ontario

- Consistently exceeded month sales quotas by selling cameras priced up to \$3000
- Dealt effectively with the public and resolved problems with professionalism
- Initiated several changes in the appearance of the store and displays, enhancing customer appeal

Customer Service Representative

2XXX – 2XXX

Japan Camera Centre, London, Ontario

- Trusted with store opening and closing procedures after only 2 months of employment
- Ensured store was clean and organized, stocking shelves and dusting equipment, enabling manger to find and demonstrate merchandise more easily
- Entrusted with responsibility for balancing cash, and taking large deposits to bank

TEAMWORK & LEADERSHIP EXPERIENCE**Club Member**

2XXX -present

Purple Spur Society, Western, London, ON

- Participated in bi-weekly planning meetings of Western's premiere social club
- Member of several teams which organized large social events aimed at enhancing the student experience for hundreds of university students
- Recognized for active involvement, and nominated (and elected) to VP Finance position.

Instructor/Lifeguard

Summers 2XXX – 2XXX

Ottawa Fitness Centre, Ottawa, ON

- Ensured the safety of large numbers of young children at a city park wading pool
- Taught swimming lessons and organized games specifically for children ages five to seven
- Assisted instructors with swimming classes for disabled adult learners encouraging them to overcome their fear of water

Counsellor

Spring / Summer2XXX

The Breakfast Club, London, ON

- Assisted with providing nourishing breakfasts as a counsellor for children with absent parents
- Organized programs and games for 30 children designed to increase self-esteem and confidence
- Developed list of community resources to provide to teachers and parents to support the diverse needs of the children

PERSONAL ACCOMPLISHMENTS

- Provincial university table tennis champion 2XXX
- Competitive swimmer 2XXX-2XXX
- Lifesaving: 2000, Bronze Cross and Basic Cardiac Life Support 2XXX
- Non-violent Crisis Intervention Certificate 2XXX