

Applicant Name

xxx.xxx.xxxx ♦ something@something.com ♦ www.linkedin.com/in/applicant_name

EDUCATION

Inamori School of Engineering at Alfred University, Alfred, NY

Bachelor of Science, Major in Ceramic Engineering, Minor in Mathematics, May 2019

Relevant Courses

- | | | |
|---------------------------------|--|---------------------------|
| ✓ Technical Communications | ✓ Thermal and Mechanical Properties of Materials | ✓ Linear Algebra |
| ✓ Ceramic Powder Processing | ✓ Engineering Design | ✓ Mathematical Statistics |
| ✓ Ceramic Processing Principles | ✓ Introduction to Ceramic Art | ✓ Statistical Methods |
| ✓ General Chemistry I & II | ✓ Introduction to Glass Studio Art | |

ACADEMIC GROUP PROJECTS

Peers Helping Peers Understand STEM Core Concepts through Videos (Senior Thesis Project), Spring 2019

- ◆ Researched innovating new methods for learning through the use of technology in STEM.
- ◆ Developed new instruction methods that as an aid to classroom instruction with lab demonstration videos.
- ◆ Developed and conducted surveys to collect data on the effectiveness of supplemental instruction. Used Microsoft Excel and R Studios to organize results and find trends and potential relationships in the data.
- ◆ Presented results at the Undergraduate Research Forum which was attended by faculty, staff, students and community members.

PROFESSIONAL EXPERIENCE

Customer Service Representative, Star Group L.P., Woodbury, NY, July 2019 – Present, 40 Hours Per Week

- ◆ Assist 70-100 customers daily by telephone with individual needs regarding company services. Documents customer transactions using company management software (Salesforce), by recording details of inquiries, complaints, comments and actions taken.
- ◆ Use problem solving skills to resolve customer concerns in high volume, face paced environment, by performing activities such as updating accounts, billing adjustments and referring unresolved concerns to designated departments. Trouble shoot unusual and/or complex customer problems regarding use of home heating equipment and online profile.

Lab Assistant, Alfred University, Alfred, NY, May 2018 – August 2018, 25 Hours Per Week

- ◆ Prepared new lab for student use. Tasks included familiarizing with lab equipment use and procedures such as Vickers hardness testing. Developed standard operating procedures on the use of lab equipment such as the compound microscope to ensure optimal safety.
- ◆ Assisted students with their Senior Thesis projects.

Student Page, USACA Conference on Composites, Materials and Structures, Cocoa Beach, FL, January 2018, 25 Hours Per Week

- ◆ Verified proof of identification to aid with registration process.
- ◆ Monitored ITAR restricted areas to prevent unauthorized entry.
- ◆ Communicated conference details to speakers, administrators and attendees.

UNIVERSITY/COMMUNITY INVOLVEMENT

- ◆ Society of Woman Engineers (SWE), Alfred NY, *Spring 2017 – Present*
- ◆ Soup Kitchen Volunteer, Wellsville, NY, *Fall 2015 – Spring 2019*
- ◆ SWE WE18 Conference, Minneapolis, MN, *October 2018*
- ◆ Dean Search Committee, Alfred, NY, *Summer 2018*
- ◆ Habitat for Humanity, Albany, NY, *March 2017*