

SUSAN ROLL
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SUMMARY

Seasoned professional with a varied background in providing human resource services and training. Strong work ethic with proven track record in customer satisfaction. Skilled in the administration and interpretation of personal assessment primarily used in staff development.

Customer Service Management ▪ Cost Savings ▪ Operations Management ▪ Financial Management
Training Skills ▪ Retail Management ▪ Production Efficiency ▪ Human Resource Experience

PROFESSIONAL ACCOMPLISHMENTS

Management

- Achieved top rating in excellence in customer service of 56 branch operations
- Consistently met sales operational goals within budget for 5 consecutive years
- **Reengineered staff to...**
- **Maintained positive morale for...**
- Accomplishment statement...
- Accomplishment statement...
- Accomplishment statement...

Banking

- Managed daily operations for largest retail facility in organization
- Designed and updated bank forms to achieve greater productivity
- Top accomplishment statement...
- Accomplishment statement...

Education & Training

- Taught college prep courses to academically challenged students resulting in greater than 10 % improvement in college entrance percentages over previous year
- Top accomplishment statement...
- Top accomplishment statement...

Area of Expertise

- Accomplishment statement...
- Accomplishment statement...
- Accomplishment statement...

PROFESSIONAL EXPERIENCE

COMPANY NAME, City, State
Position Title

Year – Year

COMPANY NAME, City, State
Position Title

Year – Year

COMPANY NAME, City, State
Position Title

Year – Year

COMPANY NAME, City, State
Position Title

Year – Year

EDUCATION

This section is compiled of coursework completed at an institution of higher learning. For example:

MBA, Finance, University of Chicago, Chicago, IL

BA, Education, Miami University, Miami, OH

COMPUTER SKILLS

Proficient in MS Word, Excel, PowerPoint, Outlook, PageMaker and specialized donor tracking databases

Other sections may include: Community Involvement, Certifications, Publications, Patents, Languages, etc.
Keep in mind that you want to highlight relevant experience and leave off any “fluff” or any political/religious items which may cause the reader to eliminate your resume from consideration.