

JAMES SMITH

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SKILLS

- Proven organizational abilities utilized in working while attending school
- Knowledge and experience in providing marketing support
- Over two years supervisory experience in customer service setting
- Proficient in MS Office Suite and social media tools including Twitter, Facebook, LinkedIn, Pinterest and Google+
- Fluent in written and spoken German with ability to communicate effectively with diverse cultural groups

EDUCATION

Bachelor of Arts, Business Administration: Marketing Concentration, Western Washington University (WWU), Bellingham, WA, Expected March 2017

- GPA 3.4; President's List three quarters

INTERNSHIP EXPERIENCE

International Marketing Intern, Ward's Natural Science, Bellingham, WA, March 2016-Present

- Developed international marketing plan for expanding sales in Australia/Fiji
- Constructed mission statement, and prepare country profiles, current marketing analyses, marketing objectives and product positioning documents
- Formulate bids for overseas customers according to established guidelines
- Provide customer service support, resolving problems and responding to customers via email and social media
- Interact constructively with team of sales agents in Australia to assess status and establish monthly reporting procedures

MANAGERIAL EXPERIENCE

Shift Supervisor, Chiao!, Bellingham, WA, January 2014-March 2016

- Trained and supervised eight employees in all facets of customer service
- Monitored inventory, ordered supplies and created employees' schedules to ensure efficient service
- Managed large cash drawer, including daily reconciliations and deposits
- Motivated employees by presenting positive demeanor, strong work ethic and commitment to quality

COLLEGE EXPERIENCE

Circulation Desk Assistant, WWU Libraries, Bellingham, WA, September 2013-June 2014

- Utilized strong organizational skills and broad-based knowledge of library holdings and processes to provide assistance to patrons
- Provided friendly and professional service to expedite material transactions
- Trained four new employees using new inter-library loan system

ACTIVITIES

- **Member, WWU Student Marketing Association, 2014-Present**
- **Member, WWU Water Polo Team, 2013-2015**

HAILEY PEOPLES

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QUALIFICATION HIGHLIGHTS

- Excellent interpersonal and communication skills honed through internship and work experiences
- Proficient in Microsoft Word, Excel, PowerPoint, Access, Publisher and Outlook
- Strong collaborative skills demonstrated in teams, while also able to work independently
- Proven ability to work capably with people of various ages, cultural origins and socio-economic statuses
- Able to remain calm in stressful situations, using solid problem-solving skills to find solutions
- Conversational Spanish speaker and experience in multi-cultural environments

EDUCATION

Bachelor of Arts, **Human Services**, Minor: **Psychology**, Western Washington University (WWU), Bellingham, WA, Expected December 2014

Study Abroad, Cultural Experiences Abroad, Barcelona, Spain, Fall 2012

INTERNSHIPS

Child Protective Services Intern, Division of Children and Family Services (DCFS), Bellingham, WA, Fall 2014

- Collaborate in case management for diverse populace served, adapting communication to recognize different cultural values
- Implement Spanish speaking abilities in home visits and initial assessments with clients
- Conduct research and perform data analysis on families, using excellent technical skills including implementation of Microsoft Excel and DCFS databases
- Participate actively in Family Team Decision Making Meetings, contributing pertinent information

Client Advocate Intern, Whatcom Homeless Service Center, Bellingham, WA, Spring 2014

- Advocated for homeless individuals with Social Security Administration adjudicators to ease Social Security disability benefit application process
- Adapted to clients' needs on case-by-case basis, including individuals with severe disabilities
- Identified appropriate referral sources, demonstrating broad knowledge of county resources
- Communicated appropriately and professionally with wide range of individuals

Support Specialist Intern, Max Higbee Center, Bellingham, WA, Winter 2014

- Mentored teens and adults with developmental disabilities, building rapport easily
- Developed and facilitated small group activities, optimizing participation of all through careful partnering
- Created organizational resource book for use by all interns and employees
- Guided clients on public transportation throughout county, teaching and reinforcing proper safety and etiquette

OTHER RELEVANT EXPERIENCE

Front Office Coordinator, Express Employment Professionals, Bellingham, WA, Fall 2011-Fall 2013

- Communicated pleasantly and efficiently with all patrons, while performing multiple office tasks
- Utilized technology effectively to record and track data, including Microsoft Office products

CAMPUS ACTIVITIES

Member, WWU Red Cross Club, Bellingham, WA, 2010-Present

Service Learning, WWU Compass to Campus Program, Westview School, Burlington, WA, Spring/Fall 2013

ANITA JOBB

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QUALIFICATIONS SUMMARY

- Experience advising students in community college setting
- Outstanding interpersonal and communication skills honed through advising and retail experiences
- Engaging speaker with practice conducting many academic presentations and activities
- Strong interest in occupational trends and career advising
- Proficient in Spanish with ability to work competently with people from diverse backgrounds

EDUCATION

Bachelor of Arts, Majors: **Human Services and Spanish**, Western Washington University, Bellingham, WA, Anticipated June 2015

Associate of Arts, Skagit Valley College (SVC), Mount Vernon, WA, June 2013

RELEVANT EXPERIENCE

Student Advising and Mentoring

- Mentored high school students and provided support to Spanish-speaking youth during college application process
- Advised new community college students and families about information, assistance and referral to campus resources
- Wrote user-friendly training and resource guides for diverse campus audiences, including students, families and staff
- Facilitated campus tours for prospective college students and families

Interpersonal and Communication Skills

- Trained peer mediation and conflict resolution skills to youth at summer camps to facilitate positive team environment
- Provided families feedback tactfully and proactively regarding student progress in academic, behavioral and recreational activities
- Developed and conducted hands-on group activities for youth, adults and families
- Supervised, trained and scheduled sales staff, maintaining professional environment

Technical Skills

- Expert with Word, PowerPoint, Prezi and Internet Research
- Familiar with HTML, Adobe Photoshop and social media tools including Facebook, Twitter and Pinterest
- Utilized MS Publisher to produce attractive ads and flyers

PROFESSIONAL EXPERIENCE

Shift Manager, Grocery Outlet, Everson, WA, June 2013-Present

Student Orientation Peer Advisor, SVC, Mount Vernon, WA, September 2012-June 2013

Youth Counselor, Camp Fun, Bow, WA, Summers 2011 and 2012

SAMANTHA WESTERN

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EDUCATION

Bachelor of Arts, **Communication Studies**, Minor: **Sociology**, Western Washington University (WWU), Bellingham, WA, expected June 2015

Related Coursework:

| | | |
|----------------------|---------------------|-----------------------------|
| Communication Ethics | Interpersonal Comm. | Emerging Comm. Technologies |
| Professional Comm. | Intercultural Comm. | Race & Ethnic Relations |
| Comm. & Healthcare | Globalization | Sociology of Organizations |

SPECIALIZED SKILLS

Interpersonal skills

- Assess needs of others professionally through well-developed communication skills
- Provide excellent customer experience, motivating co-workers and supporting restaurant management
- Enjoy challenge of multi-tasking in fast paced environment as part of team
- Demonstrate respectfulness to cultural diversity in the work place

Leadership Skills

- Served as Instructional Assistant for WWU Communication 101 Program
- Assisted professor with current research and classroom activities
- Contributed to Cascade Vocational Services workshop to improve services for disabled individuals desiring job placements
- Foster team building among servers, productivity and guest satisfaction

Technical and Presentation Skills

- Collaborated on research and written construction of two scholarly journal articles
- Partnered in developing and presenting workshop at Festival of Scholarship professional conference at WWU, April 2014
- Qualified in operating Microsoft products: Word, Excel and PowerPoint

LEADERSHIP/CUSTOMER SERVICE EXPERIENCE

Manager/Server, Pegasus Pizza, Seattle, WA, June 2014-present

- Portray flexibility and reliability as manager and server for opening and closing shifts

Sales Associate, Menashe and Son's Jewelers, Seattle, WA, June 2014-present

- Focus on educating and advising customers to ensure satisfaction with purchase

Server, Boston's Gourmet Pizza, Bellingham, WA, October 2012-June 2014

- Anticipated guests' needs and satisfaction in fast-paced restaurant

Customer Service, REI, Bellingham, WA, March 2011-June 2012

- Used excellent problem solving skills to resolve customer dissatisfaction

BROCK LEE

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HIGHLIGHTS OF QUALIFICATIONS

- Experience teaching and tutoring English to speakers of other languages
- University trained and certified in ESL techniques
- Highly developed communication and interpersonal skills in educational settings
- Excellent classroom management and planning abilities
- Well-developed ability to work with a culturally diverse group of individuals
- Native English speaker with intermediate Japanese language skills

EDUCATION AND CERTIFICATION

Bachelor of Arts, East Asian Studies, Minor: Japanese, Western Washington University (WWU), Bellingham, WA, Anticipated June 2015

TESOL Certificate, WWU, Bellingham, WA, Anticipated June 2015

RELATED TEACHING EXPERIENCE

English Conversation Volunteer, WWU Asia University America Program, Bellingham, WA, January 2014-Present

- Strengthened students' English language speaking, listening and grammar skills during activities and small group discussions through use of appropriate teaching strategies
- Provided out-of-class assistance with homework and test preparation in variety of subjects, including American History and basic computer skills
- Organized cultural learning activities including community visits, volunteer activities and theater performances

Teaching Assistant, WWU East Asian Studies Department, Bellingham, WA, March-June 2014

- Evaluated and moderated students' participation on web-based discussion board
- Graded and offered constructive criticism of essays and weekly written assignments

Classroom Volunteer, Junior Achievement Washington, Lynden, WA, September 2012-June 2013

- Mentored high school students involved in local, regional and state-wide business competitions
- Planned and lead discussions on business education topics such as market research, revenue forecasting and management
- Compiled and copied handouts, organized materials and set up audio-visual equipment

COMMUNITY INVOLVEMENT

Publicity Coordinator, Japan Tsunami Relief Dance-a-thon, WWU, Bellingham, WA, April 2013

Deliveryman, YES! Readers Washington, Auburn, WA, September 2010-May 2012

OTHER EMPLOYMENT

Sales Associate, Rite Green's Pharmacy, Auburn, WA, Summers 2011 and 2012

Deck Hand, Northern Hawk Fisheries, Dutch Harbor, AK, Summers 2009 and 2010

LEIF FORREST

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PROFESSIONAL SKILLS PROFILE

- Collected and analyzed environmental samples and research data
- Researched and developed environmental site assessment using appropriate national, state and local environmental laws, regulations and codes
- Studied sources, reactions, transport and fate of chemicals in environment
- Trained in principles of ecological and aquatic biology
- Digitized, edited and manipulated GIS data
- Proficiency in GIS, Google SketchUp, MS Word, Excel, Access and PowerPoint

EDUCATION

Bachelor of Science, Environmental Science, Western Washington University, Bellingham, WA, August 2014

RELEVANT COURSEWORK

| | | |
|-------------------|--------------------------------|----------------------------|
| Ecology | Environmental Toxicology | Biostatistics |
| Microbiology | Field Research Methods | Environmental Assessment |
| Organic Chemistry | Geographic Information Systems | Water Quality & Laboratory |

Council on International Education Exchange, University of Beijing, China, Spring 2013

- Studied Mandarin and environmental issues in China
- Engaged in international cultural exchange activities

PROFESSIONAL AND FIELD EXPERIENCE

Watershed Monitor Intern, Whatcom Water Conservation District, Bellingham, WA, Summer 2014

- Collected data for comprehensive water quality and land use survey for Samish watershed
- Marked sample sites using GPS, keeping precise records of sample quality and site features
- Developed landowner database and conducted geographical land use assessment of properties within affected areas
- Communicated verbally and in writing with landowners, government agencies and local media
- Cultivated knowledge of water quality parameters, agricultural/urban conservation practices and district remediation projects

Research Assistant, Nooksack Nature Study Center, Glacier, WA, September 2013-June 2014

- Conducted field survey to identify native, invasive and rare plants in acquired reserve
- Sorted benthic macro invertebrates for stream quality study
- Evaluated and mapped biodiversity of plants in uplands, riparian zones and wetlands
- Created and maintained research database using data entry program EndNote

OTHER EXPERIENCE

Assistant Night Manager, Kelly's Family Restaurant, Bellingham, WA, 2012-Present

CHANDRA ROBINSON

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EDUCATION

Bachelor of Science, Major: **Biology**, Minor: **Chemistry**, Western Washington University (WWU), Bellingham, WA, Anticipated June 2015

RELEVANT COURSEWORK

- Cell & Molecular Biology
- Microbiology
- Organic Chemistry
- Human Physiology
- Fundamental Research Design
- Genetics
- Animal Behavior
- Terrestrial & Marine Ecology

PROJECTS AND RESEARCH

- Electrically induced cessation of cytoplasmic streaming in Chara
- Isolation and characterization of yeast respiratory mutants
- Tissue culture and introduction of somatic embryogenesis in *Daucus carota*
- In-water behavior of captive penguins versus wild penguins

TECHNICAL SKILLS

Biology:

- Basic sterile laboratory techniques
- Bile Esculine, Sodium Hippurate, CAMP, ImViC, Urea, KIA and SIM testing
- Gram staining techniques

Computer:

- Microsoft Word
- Microsoft Excel
- Microsoft Access
- Visual Basic

HONORS

Dean's List, WWU, Bellingham, WA, 2012, 2013, 2014

PROFESSIONAL EXPERIENCE

Teaching Assistant, Biology Department, WWU, Bellingham, WA, September 2014-Present

- Grade research papers, examinations and homework for 235 students in introductory biochemistry
- Tutor weekly study group sessions, assisting development of critical thinking skills

Blood Bank Volunteer, Puget Sound Blood Bank, Everson, WA, May 2012-October 2013

- Prepared clients for blood draws, easing fears of sensitive individuals
- Filed lab records, confidential patient files, and routine correspondence
- Answered and routed phone calls professionally

WILLIAM KIDD

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SUMMARY

- Knowledge and experience with fundamentals of design, coding, debugging and testing application and system software
- Excellent interpersonal and communication skills in interdisciplinary team environment
- Outstanding analytical problem solving experience built through roles in research and development
- Strong organizational and project management skills utilized to maintain high GPA while also thriving in leadership/intern positions

TECHNICAL SKILLS

Programming:

C++, Java, Servlets, XML, PHP

Operating Systems:

Unix, Mac OS and Windows

Network Technologies:

TCP/IP, SS7 protocol stack

EDUCATION

Bachelor of Science, Computer Science, Western Washington University (WWU), Bellingham, WA, Expected June 2015, GPA: 3.8

COURSEWORK

Operating Systems

Design & Analysis of Algorithms

Advanced Data Structures

Computer Networks

Advanced Network Security

Operating Systems Security

Computer & Network Security

Embedded Systems Design

Parallel Systems

PROFESSIONAL EXPERIENCE

Firmware Developer Intern, Flagship Systems, Redmond, WA, Summer 2014

- Worked closely with senior engineer on firmware of raman spectroscope used to detect and analyze chemical composition of pharmaceuticals
- Interfaced unit with desktop PC's running XP and Vista ahead of schedule
- Designed shell interpreter with syntax similar to UNIX C-shell using C on Linux for calibration of measurement instrument
- Awarded "Best Performer" in Flagship Systems Junior Developer Contest

Information Technology Intern, Society of Underwater Research, Bellingham, WA, Summers 2012 and 2013

- Provided Windows XP/Vista support to technical and non-technical staff
- Configured hardware and installed software
- Consulted with variety of staff to troubleshoot, identify problems and provide timely solutions

President/Program Chair, Association of Computing Machinery (ACM), WWU Student Chapter, Bellingham, WA, September 2011-June 2013

- Coordinated meetings, agendas and guest speakers
- Selected as Student Representative to national convention in Las Vegas, NV
- Organized, recruited and led team in regional qualifying tournament for Northwest Regional ACM Collegiate Programming Contest

KENISHA RAE BARON

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PROFILE

MBA student with over 4 years of experience in customer service, marketing, communications and office management. Self-motivated, highly effective, and able to multi-task through exemplary organizational, planning and problem solving skills.

QUALIFICATIONS

- Experience in leadership & team building
- Exceptional customer service
- High attention to detail
- Strong analytical & problem-solving skills
- Project management abilities
- Superior PowerPoint, Word, & Excel skills
- Visually creative
- Excellent interpersonal skills

EDUCATION

Master of Business Administration, Western Washington University (WWU), Bellingham, WA, GPA: 3.7, Anticipated June 2015

Bachelor of Arts, Business Administration, Minor: **English**, WWU, Bellingham, WA, GPA: 3.30, June 2013

Dean's List: Presidential Scholar, Spring 2011

PROJECT EXPERIENCE

Market Research Analyst

Fall 2014-Present
Bellingham, WA

Collaborator with Amazon Hardware Group & WWU

- Conduct post-purchase qualitative and quantitative research to assess consumer psychographics that cause "delighted" response from customers using computer accessories
- Operate cross-functionally with Amazon Hardware research group and marketing strategy teams
- Analyze response data, producing written report summarizing findings
- Plan to present research findings to Amazon Hardware Group in Seattle, WA for use in strategic decision making

Change Consultant

Spring 2013
Bellingham, WA

Opportunity Council

- Analyzed aspects of current organization and researched growth opportunities
- Collected information and collaborated with various partners to organize data for detailed analysis
- Presented data and recommendations for organization to partner and general community
- Produced final written report as team, including Excel costs to benefits comparison spreadsheet
- Utilized spreadsheet to improve organization's quality of assistance and further develop core organizational aspects

Kenisha Rae Baron

OTHER EXPERIENCE

Administrative Assistant

January-June 2014

Washington PIRG

Seattle, WA

- Processed new members by entering information into database with purpose of engaging more supporters in political process and informing constituents about important legislation
- Updated member information to secure possibility of future donations and maintain continued support for organization
- Organized pledges and donations for billing purposes to ensure resources could be reallocated

Office Assistant

October 2013-May 2014

Smithson Case Management

Marysville, WA

- Coordinated meetings with clients in conjunction with medical case manager
- Organized hard files and digital documents
- Produced and proofread written reports to assure high quality and precise message
- Submitted billing reports using QuickBooks to document activities for clients and tax purposes

EXTRACURRICULAR/LEADERSHIP ACTIVITIES

WWU Diversity Directory

Fall 2013

- Selected for task force challenged with looking at initiatives to support recruiting and retaining diverse faculty and staff for WWU's Diversity Initiative

WWU Team Athlete

2009-2013

- Intramural soccer and softball teams