

J E F F S N Y D E R M A N

Campus address:

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Permanent address:

12 Shawnee Road
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OBJECTIVE

To contribute strong customer-service experience and management education to a position with your organization.

PROFILE

- Excellent organizer with solid planning, analytical, and problem-solving skills.
- Exceptional communication and negotiation skills.
- Possess strong work ethic.
- Self-starter who can work independently and meet goals while handling multiple priorities and deadlines.
- Quick learner who can rapidly master all aspects of job with limited training.
- Multilingual: Fluent in Finnish and English; proficient in Swedish/Norwegian; conversant in German and French.
- Computer proficient in Windows and Office.

EDUCATION

Bachelor of Arts in European History, Seton Hall University, South Orange, NJ, June 2008.
Minor: Languages

PROFESSIONAL SKILLS**INTERPERSONAL,
TEAMWORK, and
CUSTOMER SERVICE
SKILLS**

- Currently take calls in call center from retailers who wish to run credit checks on their customers.
- Guided tourists as ambassador atop Seattle's Space Needle tourist attraction; gave presentations and answered questions.
- Called vacationers for Jersey Shore Tourist Board.
- Interacted with bar customers and served them.
- Participated in competitive team sports, demonstrating drive to succeed and teamwork skills.

**ORGANIZATIONAL,
QUANTITATIVE and
OFFICE SKILLS**

- Currently input credit information into computer and make final decision as to whether clients are credit-worthy.
- Performed office work for Jersey Shore Tourist Board.
- Oversaw bar daily as bartender in charge.
- Ordered stock for bar.
- Handled bar budgeting.

WORK HISTORY

- New Business Advisor, Ralph Hansen and Associates, September 2007 to Present
- Ambassador, The Space Needle Corporation, Seattle, WA, July 2007 to September 2007
- Customer Service Rep, Jersey Shore Tourist Board, Beach Haven, NJ, June to Aug. 2006
- Bartender in charge, Jersey Boys Bar and Restaurant, Millburn, NJ, September 2005 to June 2006

