Jonathan Smitz

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OBJECTIVE

Client Services Intern position at LEVEL

SUMMARY

* Three years experience providing quality, professional customer service
* Financed 75% of college expenses
* Work up to 25 hours a week while attending Cal Poly full-time
* Self-motivated independent worker, cooperative and contributing team player

EDUCATION

California Polytechnic State University, San Luis Obispo

Bachelor of Science Degree: **Business Administration**, June 2013

Concentration: **Marketing**

Major GPA: **3.66**

**Business Coursework/Projects**

Principles of Marketing Listening to the Customer Product Management

Strategic Marketing Measurement Organizational Behavior Corporate Finance

Marketing Strategy Project

* Worked with local management executives to create comprehensive marketing plan identifying target markets, designing advertising plan and planning promotional events
* Designed market surveys to assess customer preferences

**EXPERIENCE**

Orfalea College of Business Cal Poly, San Luis ObispoAugust 2009-present

**Peer Mentor**

* Designed and implemented comprehensive program to assist incoming students transition to Cal Poly
* Created activities and taught programs covering faculty expectations, study skill, and classroom etiquette
* Enhanced communication, group facilitation, and presentation skills to small (12) and large (50+) audiences
* Organized curriculum, obtained student feedback and continually readjusted program content to student needs

Olde Port Inn Avila Beach California April 2008-August 2009

# Server

* Daily served guest with emphasis on quality customer service, received monthly Outstanding Customer Service Award
* Worked on average 20 hours weekly while attending school full-time

CCS Mailorder San Luis Obispo California May 2006-April 2008

**Telephone Sales Representative/Customer Service**

* Created hundreds of order invoices in fast-paced mail order company
* Handled daily customer service calls with focus on raising customer satisfaction

**COMPUTER SKILLS**

Proficient in Microsoft Word, Excel, PowerPoint, SPSS