

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

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|---------------------------------|---------------------------|--------------------|
| 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

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|-----------------------------|---------------------------|---------------------|
| Orfalea College of Business | Cal Poly, San Luis Obispo | August 2009-present |
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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

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| Olde Port Inn | Avila Beach California | April 2008-August 2009 |
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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

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| CCS Mailorder | San Luis Obispo California | May 2006-April 2008 |
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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