

Prince Walter

Senior Service Center Representative

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📍 St. Paul, MN 55101

STRENGTHS

- 🗣️ **Clear communication**
During team presentations, explained findings in plain language so classmates could act on next steps.
- ♥️ **Accurate documentation**
Project records stayed orderly after revisions, making information easier for teammates to locate and use.
- 📅 **Priority management**
When deadlines overlapped, tracked assignments visibly and kept work moving without losing important details.
- 👥 **Reliable coordination**
Classmates relied on timely updates during group work, especially when activities needed a clear handoff.
- ♥️ **Service mindset**
Approached project requests with patience and careful listening, then documented actions for smoother follow through.

SKILLS

Communication Documentation
Organization Customer Service
Reporting Record Keeping
Team Collaboration Prioritization
Stakeholder Support
Microsoft Office Service Delivery
Request Resolution
Attention to Detail
Process Follow Through
Project Coordination

SUMMARY

Early career professional prepared to support service center operations through clear **customer communication**, accurate documentation, dependable reporting, and organized follow through. Academic project experience built practical habits for recording requests, preparing updates, coordinating team activities, and managing several priorities at once. Work included structured processes, report preparation, project record maintenance, team presentations, tool supported analysis, and revisions based on feedback. Strong **attention to detail** supports reliable records and consistent **service delivery**. Coursework and supervised project work developed comfort with **Microsoft Office**, customer service, stakeholder communication, and deadline management. A thoughtful approach to requests helps clarify needs, document next steps, and keep activities moving. Ready to contribute steady organization, responsive communication, and accurate operational support in a service center environment.

EDUCATION

Bachelor's Degree in Business Administration

State University 🎓 GPA: 3.5 📅 2026 📍 St. Paul, MN

Coursework: Customer Service, Business Communication, Office Administration, Operations Management

TECHNICAL SKILLS

- **Microsoft Office:** Microsoft Word, Microsoft Excel, Microsoft PowerPoint
- **Documentation Tools:** Word documents, Excel records, shared files
- **Reporting Tools:** Status reports, progress summaries, presentation slides
- **Customer Service:** Request intake, service updates, issue follow up
- **Communication Methods:** Team presentations, email updates, stakeholder conversations
- **Record Management:** Accurate records, file organization, information retrieval
- **Office Administration:** Scheduling, activity coordination, deadline tracking
- **Project Methods:** Structured processes, feedback cycles, documented workflows
- **Data Organization:** Tables, categorized details, organized project information
- **Quality Practices:** Record review, revision checks, detail verification

EXPERIENCE

Student Project Experience

University Program 📅 January 2026 - Present 📍 St. Paul, MN 55101

Supported supervised university projects involving **documented processes**, report preparation, team communication, record maintenance, and deadline coordination. Applied Microsoft Office and organized workflows to keep project information accurate and useful for team decisions.

- Recorded project requests in organized files, improving access during team reviews
- Prepared status reports with **Microsoft Office**, giving **stakeholders** clear progress updates
- Presented findings to project teams, strengthening **communication** around next steps
- Tracked **deadlines** across assignments, keeping competing priorities visible and manageable
- Applied documented procedures during analysis, supporting consistent project delivery
- Updated records after **feedback**, improving accuracy across later project iterations

PROJECTS

Service Request Documentation Study 📅 2026

Created a supervised academic workflow for recording service requests, organizing supporting details, preparing status reports, and presenting clear updates. Project emphasized accurate records, stakeholder communication, and dependable follow through.

LANGUAGES



MY CAREER



● Student Project Experience at University Program (8 Months)

LEADERSHIP & AWARDS

- Academic Project Recognition, praised for clear reporting and dependable documentation during team presentations.
- Team Contribution Recognition, selected by classmates for organized coordination during a supervised university project.

CERTIFICATIONS

- Microsoft Office Specialist 📅 2026
- Customer Service Foundations Certificate 📅 2026

PROFESSIONAL AFFILIATIONS

- University Business Student Association, participated in discussions on service operations and workplace communication.
- Campus Volunteer Group, supported organized activities and clear communication among participating students.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST