

Flash T. Golden-Eagle

9999 Kent State Drive, Kent, OH 44243 • ftgoldeneagle99@kent.edu • 330-000-0000

Professional Summery

A high achieving and experienced professional with approximately four years of experience in industry. With specialized skills in administrative functions including press releases, workflow optimization, and digital and online engagement, I am able to excel under pressure, and navigate complex systems.

Commented [EM1]: A candidate summary is not required as it this not considered during the eligibility process, while search committees may prefer this category. Cover letters often are not required, and this can serve as a condensed alternative.

Education

Bachelor of Arts in Communication Studies

Kent State University • Kent, OH

Minor: **Sociology**

Expected: Spring 2090

GPA: 4.0/4.0

90 Hours Completed

Commented [EM2]: GPA is not required, however a high GPA could be seen as desirable. If listing GPA, include the maximum GPA scale.

Certifications

Microsoft Office Specialist (MOS)

Belco Certiport Authorized Testing Center

May 2023

Commented [EM3]: Most certifications are viewed as desirable.

CPR / First Aid Certification (Expires December 2023)

American Red Cross

December 2021

Professional Experience

Administrative Assistant

Ohio Banking Association • Kent, OH

Contact Supervisor: [Supervisor Name], 330-000-0000

December 2021-Present

25 hours per week

Commented [EM4]: Month and date should be listed for start and end date.

- Managed and consulted accounting projects reconciling small-business transactions up to \$100,000 per account for auditing purposes
- Developed new filing and organizational practices, saving the company \$3,000 per year in contracted labor expenses
- Suggested a new tactic to persuade canceling customers to stay with the company, resulting in a 15% decrease in cancellations
- Reduced customer support calls by 50% by designing and launching a self-service knowledge base and interactive chatbot
- Wrote 10 news releases a month to share internal organizational news to quarterly readers

Commented [EM5]: Average number of hours per week worked is necessary for most federal positions and volunteer roles.

Commented [EM6]: Traditional and paragraph bullet formatting are both acceptable layouts. Bullets should be concise and in general terminology, eliminating unfamiliar company verbiage.

Administrative Assistant

Ohio Banking Association • Kent, OH

Contact Supervisor: [Supervisor Name], 330-000-0000

December 2021-Present

25 hours per week

Manage and consulted accounting projects in preparation of upcoming audits for the President of Ohio Banking Association. Serve as a point of contact for over 50 small-business customers aiding in e-business software operations.

Key Results

- Supervised accounting projects reconciling small-business transactions up to \$100,000 per account. Each account was electronically filed on The Host financial software. Semi-annual audits auditing were conducted reconciling revenue.
- Reorganized filing and organizational practices for record keeping. The project saved the company \$3,000 per year in contracted labor expenses eliminating an outsourcing expenditure.
- Presented a new tactic to decision-makers to reduce the number of customers considering transferring accounts to competitors. Initiated an annual rewards program which included financial incentives and exclusive benefits. The program resulted in a 15% decrease in cancellation rate for fiscal year 2021 to 2022.

Commented [EM7]: Paragraph (including an introductory overview) and traditional bullet formatting are both acceptable layouts. Paragraphs should be concise and in general terminology, eliminating unfamiliar company verbiage.

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- Spearheaded a self-service interactive chatbot aimed at reducing customer support calls. The software was linked to the bank's mobile app offering answers to common questions. Within six months of activation the chatbot reduced calls by 50%.
- Scribe 10 news releases a month for quarterly reader. Administer the organization and production of the newsletter circulating it to staff and customers.

Volunteer

Marketing Volunteer

Portage County Aging Association • Ravenna, OH

Contact Supervisor: [Supervisor Name], 330-000-0000

August 2019-November 2021

10 hours per week

- Assisted in integration of operations for new smartphone application, contributing to a multi-year initiative which impacted 1,000+ customers worldwide
- Spearheaded development and execution of digital marketing initiatives generating more than \$500,000 in annual grants, providing non-profit members with new computers
- Compiled reports outlining performance data pertaining to streams, click rates, site heat maps, and customer engagement, presenting key findings to senior level directors

Commented [EM8]: Related volunteer work can supplement for qualification and experience.

University Experience

Coursework

- Created a financial reconciliation spreadsheet, organizing daily revenue transactions in preparation for future auditing purposes in Managerial Accounting 101
- Lead a team of four classmates in a social media campaign advertising for a campus food drive that raised 125 pounds of nonperishable items, which were donated to the student campus foodbank

Commented [EM9]: Related course work to a posting's requirements are beneficial when meeting posting qualifications via education. Highlighting class assignments, projects depicting leadership, teambuilding, communication, technical skills, or career competencies are an acceptable form of experience. The class may or may not be listed in the bullet.

Clubs and Organizations

Kent State Men's Water Polo Varsity Athlete

Black Squirrel Center- *Member*

2019-2023

Fall 2010

Awards

Dean's List

Young Entrepreneur Scholarship Recipient

2020-Present

2021

Describe what you did in the class, ie major projects, group work, research, presentations, etc. 1-2 sentences, 1-2 lines in length, 1 bullet point