

SAMPLE APPLICANT 2

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Work Experience

SAMPLE COMPANY

RESOLUTIONS SPECIALIST

January 2007–Present

- Manage team of five Audit Specialists to ensure accurate and timely file completion.
- Audit residential and commercial loans to resolve discrepancies in closed files. Ensured 100% accuracy of each loan and 100% validity of each lien before signing off and vaulting file.
- Research common title company policy queries which resulted in implementation of new department-wide time-saving procedures.
- Effectively manage communication with field personnel, processors, underwriters, title agents, attorneys, county recorders, and borrowers to expedite loan processing and protect a monthly average of \$65,000,000 of company assets.
- Exceeded top loan expectations 14 of 16 months. Individual turnaround time averages 14 days compared to department standard of 60 days.
- Monthly performance evaluations consistently rated “Excellent” with average score of 99.9%.
- Named Employee of the Month six times and Employee of the Quarter two times.

AUDIT SPECIALIST

August 2004–January 2007

- Proposed, created, and led monthly peer training sessions for fellow audit specialists to convey performance feedback. Team’s improvement in accuracy resulted in a 20% increase in file completion and permanent institution of department-wide monthly training sessions. Promoted to Resolutions Specialist after five months.

SAMPLE COMPANY

PROMOTIONS AND PUBLICITY MANAGER

October 2002–July 2004

- Coordinated annual Big Game Dinner—a locally-sponsored, client-related charity event. Attendance at event increased 12% in first year and another 8% in second year.
- Managed promotions and publicity summer intern team (three interns per summer).
- Increased client visibility by assembling and distributing over 300 media packages to local markets.

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SALES REPRESENTATIVE

February 1999–August 2002

- Served as lead sales representative, overseeing all sales orders (approximately 400 per month).
- Independently presented approximately 20-30 personal consultations per day for customers showcasing merchandise and accessories.
- Decreased store’s percentage of return orders to 2%, which earned state-wide store recognition and several thousand dollars in staff bonuses.

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CUSTOMER SERVICE ASSOCIATE

February 1995–August 1999

- Responsible for balancing daily accounts, including counting the register and depositing all funds at the bank at the end of each work day.
- Assumed all financial and customer service responsibilities when manager was not available.

Education

SAMPLE UNIVERSITY

August 1995–May 1999

- Major: Communication; Minor: Business Administration
- GPA: 3.45

Additional Involvements

- Volunteer tutor, Sample Middle School (2007-Present)
- PTA member, Sample Elementary School (2006-2007)
- Member, Neighborhood Watch Association (2004-2007)