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# Susan Smith

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## Qualifications Summary

- Well developed communication and interpersonal skills, used to provide positive customer service experiences
- Extensive time management abilities to successfully meet tight deadlines and competing priorities
- Organized, punctual, and detail-oriented, with strong commitment to job responsibilities
- Flexible and adaptable to changing demands, combined with the ability to easily learn new things

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## Education

**Bachelor of Arts- Honours Specialization in Psychology** 2010- Present

*Brescia University College, Western University, London, Ontario*

- Expected Graduation: 2014
- Courses of Study: Psychology of Creativity, Evolution and Human Behaviour, Human Learning, Behavior Modification, and Adult Psychopathology
- Leadership Development Program- Level I (A Journey in Self Discovery): 2011

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## Organization & Planning Experience

**Vice President- Events** 2011- Present

*Western Debate Club, Western University, London, Ontario*

- Actively researched bi-weekly topics to create detailed, organized and thorough arguments based on accurate information and various perspectives
- Ensured professionalism of debate, by maintaining polite and confident communication with team members and competitors
- Responsible for setting up debate teams, regular meetings, and events for the upcoming school year, allowing all club members to have a chance to work with one another

**Day Camp Leader** 2009, 2010

*SummerStart Children's Camp, London, Ontario*

- Supervised a group of 10 children through various activities, promoting a positive atmosphere through active communication, supportive language, and interpersonal skills
- Followed proper protocols to report any illness or injury, ensuring the health, safety and wellbeing of campers is top priority

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## Communication & Customer Service Experience

**Customer Service Representative/Team Leader** 2011- Present

*Joan's Boutique, London, Ontario*

- Welcomed and assisted customers throughout their shopping experience, processing payments and answering inquiries quickly and efficiently
- Promoted to Team Leader after 6 months, for strong customer service and leadership skills

**Volunteer** 2009

*Children's Hope, London, Ontario*

- Attended to and played with children under 6 years, role modeling appropriate and nurturing behaviour