

SAMPLE RESUMES — MBA RESUME 1

ALICE BLAKEWAY

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Vancouver, BC

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HIGHLIGHTS OF QUALIFICATIONS

- Seven years of solid work experience including team leading, project management, community engagement, executive support and customer service
- Exceptional communication skills developed through working with a wide variety of people ranging from Chief Executive Officers to community groups
- Solid leadership skills demonstrated by acting as the team lead and improving employee engagement of a team of frontline service representatives by more than 15%
- Excellent organizational skills, flexibility and time management skills honed by managing a team of Senior Executives, creating administrative processes and planning special events
- High familiarity with co-operative business models and a personal commitment to ethical business practices

EDUCATION

Master of Business Administration

Beedie School of Business, Simon Fraser University, Vancouver, BC

- Focus: New Ventures and Sustainability

Course Completion: Aug 20XX

Bachelor of Arts (Double Major in Anthropology and Geography)

University of British Columbia, Vancouver, BC

Month 20XX

PROFESSIONAL EXPERIENCE

OUTDOOR ADVENTURES INC (OAI), Vancouver, BC

Month 20XX – Month 20XX

Canada's leading nation-wide outdoor equipment retailer, with annual revenues in excess of \$250M.

Executive Coordinator, 20XX – 20XX

Managed the office of the Chief Executive Officer and coordinated the Senior Executive Team. Supported the Sustainability, Community Involvement and Ethical Sourcing Departments.

- Maximized leadership performance of the company through providing superior executive support for a variety of projects including strategic planning, real estate development and new business exploration
- Contributed to the creation of OAI's new over-arching long term goals via a two-year organization-wide stakeholder engagement process
- Improved inter-department communication by leading and mentoring a team of nine department Coordinators to effectively support individual departments and the respective Senior Managers
- Maintained company's reputation with key stakeholders by liaising with community groups in the administration of community grants in excess of \$2M annually
- Increased support role to the Chief Executive Officer by adopting additional tasks including research, report writing and financial analysis

Ethical Sourcing Assistant, 20XX – 20XX

Contributed to the development of OAI's Ethical Sourcing portfolio to ensure the human rights conditions in OAI contracted production factories.

- Collaborated in the development of the first Board Policy for Ethical Sourcing
- Increased communication throughout an international supply chain by managing the production and distribution of policy materials for factory workers in six languages
- Improved the Buying Department's decision making process for sourcing production factories by producing a human rights country profile tool

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MBA RESUME 1 (CONT')

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PROFESSIONAL EXPERIENCE (CONT'D)

Team Leader, 20XX – 20XX

Reported to the Multi-Channel Sales and Service Manager and managed a team of 15 front line employees in OAI's Service Centre.

- Achieved superior customer service and increased employee engagement by 15% through coaching, inspiring, and evaluating a team of 15 front-line service representatives
- Improved service metrics by establishing benchmarks and implementing a service monitoring program for 50 front-line Sales and Service Representatives

Administrative Assistant, 20XX

- Maintained effective office performance by managing administrative functions for an office of 60 staff
- Increased morale through organizing events including a year-end party for more than 500 employees

COMMUNITY INVOLVEMENT

Team Leader

20XX – 20XX

BC Cooperative Association is a member supported, non-profit organization representing the co-op and credit union movement in BC.

- Working with the Board of Directors and the Executive Director to perform a variety of functions including implementing policies, reviewing financial statements and evaluating employee performance

Executive, SFU Net Impact Graduate Chapter, Vancouver, BC

20XX – Present

Net Impact is an international association of MBA students who are concerned with business and issues of sustainability, social responsibility and community development

- Engaged student body on the relevance of sustainability into business practices through events and other engagement activities

Chief Researcher, Impact on Community Coalition, Vancouver, BC

20XX – 20XX

- Conducted extensive research on the impacts of hallmark events on communities; engaged with diverse community groups including Carnegie Action Project, Tenants Rights Action Coalition, and South-East False Creek Residents Association

INTERESTS AND LANGUAGES

Interests: Downhill skiing, running, biking, soccer, trekking, scuba diving, travelling, international cuisine & wine

Languages: Fluent in French; conversational Portuguese