

# PAT M. GRADUATE

612-330-1148  
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## QUALIFICATION HIGHLIGHTS

- Excellent analytical problem-solving abilities.
- Effective communicator and enthusiastic team player.
- Strong technical and business skills.
- Committed to providing quality customer service.

## EDUCATION

**Bachelor of Arts, Augsburg University**, Minneapolis, MN  
Major: Management Information Systems  
Minor: Economics

May 20XX

## COMPUTER SKILLS

MS Windows, Word, Access, Excel, PowerPoint, Java, C++, Visual Basic, HTML, web development, internet applications

## RELATED EXPERIENCE

### Information Systems Intern

June 20XX-Present

EduMed Corporation, Minnetonka, MN

- Developed and implemented multiple Access databases containing a large number of records for credit processing and inventory control.
- Installed new software and troubleshoot user problems and issues.
- Updated and restructured company web pages for more efficient use.
- Provided technical support for users in a professional manner.

### Computer Lab Assistant

Sept. 20XX– June 20XX

Augsburg College, Minneapolis, MN

- Tutored students on programming languages such as C++, Visual Basic, and Java as well as MS Word, Excel, and Access.
- Managed computer lab with 40+ PC's and Macs by maintaining the performance, appearance, and safety of computer lab and equipment.
- Problem-solved issues relating to hardware and software for college students, staff, and faculty.

## ADDITIONAL EXPERIENCE

### Sales Associate,

June 20XX-Present

Macy's, Roseville, MN

- Assisted customers with selection and purchase of clothing and accessories.
- Succeeded in selling and promoting Macy's credit cards to customers.
- Trained new employees regarding customer service and all store procedures.

## HONORS AND ACTIVITIES

Delta Mu Delta Business Honors Society Member  
Who's Who in American Colleges and  
Augsburg Dean's List  
Middle School Basic Computer Skills Teacher and Volunteer  
Augsburg College Choir  
Campus Kitchen Volunteer