Marc Masters

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EDUCATION

Masters of Business Administration   December 20XX
St. Cloud State University (SCSU) – Plymouth, MN

Bachelor of Science in General Business   May 20XX
St. Cloud State University (SCSU) – St. Cloud, MN
- Worked 30 hours a week while attending school full time
- Achieved Deans List for four consecutive semesters
- **GPA 3.9**

EXPERIENCE

Customer Service Supervisor, Cellular Connections – St. Cloud, MN   July 20XX – Present
- Organize and motivate a sales team of 10 employees by providing sale commissions and end of year bonuses, thereby helping generate annual sales of $1.5 million
- Improve customer service skills while identifying and meeting customers' needs for wireless service to achieve a sales quota
- Exhibit good leadership skills while coaching staff on selling skills and products using demonstrations and practice sessions which led to a 2.5% increase in sales after 1 week
- Promoted to management trainee program after 11 months of demonstrating outstanding service

Assistant Project Manager, CentraCare – St. Cloud MN   October 20XX – June 20XX
- Collaborating with internal and external stakeholders to gather project requirements, then proposing project estimates for approval
- Developing project scopes and objectives after analyzing schedule, costs, and team member contribution
- Assist with EPIC software infrastructure training for 30 staff members, ensuring their expertise prior to completion
- Demonstrated ability to maneuver in a consistently changing environment

Marketing Intern, 3M – St Paul, MN   August 20XX – May 20XX
- Developed team working skills while collaborating in a cross-functional team assisting in product development and brand management
- Gained management skills while handling the Category Line Review database to maintain accurate product margins, and cost
- Presented new ideas to the packaging team to help in the selection of appropriate graphics and package dimensions
- Improved detail oriented skills by conducting cost-benefit analysis of promotion campaigns to identify various payout scenarios

TECHNOLOGY

Gitlab, Google Analytics, Hootsuite, HTML, Java, Microsoft Office Suite, Python, Zoom