123 Street
Fake City, ML 01234

First Name

(123) 115-1888
365test@gmail.com

## Experience

| **Company** | March 2015 - Present |
|---|---|
| *Account Specialist* | Fake City, 1234 |

- Collaborate with Account Executives to assist key clients and provide exceptional service.
- Manage client-facing requests, internal activities and specialize in Commercial Risk.
- Test new software to identify and solve problems before releasing product to clients.
- Participate in UAT testing.
- Gather information and analyze data in exposures, loss history, and coverage for submissions in the Brokerage Unit.
- Monitor the renewal process and assist the Brokers with policies and endorsements.
- Manage invoicing for all Mergers and Acquisitions and Tax Indemnity placements.
- Oversee pre- and post-placement servicing, including premium financing, and project development.
- Develop relationships with clients by drafting elements of client service plans, stewardship reports, and manage client concerns.
- Design and execute test procedures, report incidents, and collaborate with developers.

| **Company 2** | January 2016 - June 2016 |
|---|---|
| *Database Intern.* | Fake City, 1234 |

- Maintain client records by utilizing company's Access database.
- Develop, manage and test back-up and recovery plans.
- Update website with information on new events and services utilizing Front Page.
- Generate status reports that detail issues for escalation to management.

| **Company 3** | January 2014 - March 2015 |
|---|---|
| *Customer Service* | Fake City, 1234 |

- Directed operations as club manager on weekends.
- Processed memberships and sold membership packages.
- Provided exceptional customer service and managed inventory.
- Complied and created status reports for managers and other decision makers.

## Education

| **Some University** | June 2016 - June 2018 (Expected) |
|---|---|
| *MS in Computer Science* | Fake City, 1234 |

- Studying computer science with emphasis on software engineering through courses in data structures, systems, applied algorithms, object-oriented software, software architecture, and management of globally distributed software development.
  - Collaborated with classmates on group project and ensured on time project delivery.

| **Some University** | August 2011 - December 2014 |
|---|---|
| *BA in Communication* | Fake City, 1234 |

- Specialization: Mediated Communication and Technology

| Professional Development: Associates in Risk Management (ARM) - The Institutes | May 2016 |
|---|---|

## Languages and Technologies

| | |
|---|---|
| Systems: | Unix, Windows 2000/XP/Vista/7/8/10, Linux |
| Databases: | SQL, Oracle, Lotus Notes, SharePoint, Access |
| Languages (Experience): | C, Java, Python, SQL |
| Software: | Net Beans, Eclipse, MS Visual Studio, PuTTY |

## Leadership