

# Jacob Richard

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## OBJECTIVE

To attain a position in a professional business environment that will give me an opportunity to grow and become a valuable asset to your company.

## EDUCATION

Bachelor of Science, Business Administration  
*Arkansas Tech University*

Expected December 2010

- Major: Marketing and Management
- Related Course Work: Advertising, Marketing Management, International Marketing, International Management, Business Communication, Business Professional Speaking, Business Policy and Small Business Management.

## SKILLS & ABILITIES

### Communication

- I worked in a professional sales environment. I developed great interpersonal skills and the ability to converse with anyone.
- In Business Professional Speaking class I developed great skills in speaking before audiences.

### Hard Working

- While in college I have worked full time jobs to pay my college expenses.
- My former employers will say that I am very punctual and never miss work.

### Quick Learner and Adaptability

- I moved to Russellville, AR on my own with no family to attend college. I have learned to adapt and get things done on my own.

## EXPERIENCE

Customer Service Representative  
*N.E.W National Extended Warranty*

August 2010 to Present

- Responsible for filing claims and setting up service on customer products
- My duties include entering data into a computer database, managing accounts and to provide excellent customer service.
- I have learned to work quickly and think quickly under pressure.

Waiver Staff  
*Friendship community Care*

April 2009 to August 2010

- Responsible for working with adults with mental disabilities.
- Duties include helping them with money management and also teaching them essential skills that are needed in everyday life.
- Working here taught me a lot about patience and different methods for teaching these individuals.

Salesman  
*Furniture Factory Outlet*

August 2008 to April 2009

- My Responsibilities were to work with customers and assist them in finding the right furniture for their home.
- We would work one on one or we would do presentations for groups of customers in order to gain their business.
- Working here teamwork was very important. I was taught that teamwork is essential for any business to be successful.