

# Taylor Mountaineer

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## EDUCATION

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Appalachian State University, Boone, NC

### Master of Business Administration

May 20xx

*Concentration: Human Resources*

GPA: 3.7

### Bachelor of Science in Business Administration

August 20xx

*Major: Marketing*

## EXPERIENCE

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Chamber of Commerce, Boone, NC

January 20xx - Present

### Human Resources Graduate Intern

- Organize and direct monthly meetings with leaders from the seven largest companies in Boone
- Interact with 12 Human Resource representatives to identify employee needs exclusive to new hires
- Produce new recruitment materials for distribution and improvement of employment practices

Delhaize America, Salisbury, NC

May 20xx - August 20xx

### Innovation and Product Development Intern

- Researched current practices to find opportunities for improvement in processes
- Conducted primary and secondary research to identify opportunity gaps within the private brands
- Analyzed data and performed internal reviews on past and current private label items
- Constructed business cases and presentations for recommended additions to Delhaize portfolio

Blue Ridge Regional Hospital, Spruce Pine, NC

January 20xx - May 20xx

### Registration Representative

- Entered and confirmed personalized insurance information in order to control billing standards and mitigate patient risk on a daily basis. Identified discrepancies in patient and billing records weekly to ensure accurate collections and payment requests
- Improved existing standard practice and implemented a control measure to ensure cash drawer consistency and eliminate risk of financial fraud
- Developed and applied emergency room training program to help registration employees reduce risk of patient triage miscommunication and inconsistencies
- Registered up to 60 patients per day for emergency room and outpatient services

## CAMPUS INVOLVEMENT

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Society for Human Resource Management, Boone, NC

January 20xx – Present

### Graduate and Fundraising Member

- Investigate existing control measures for Beans2Brew coffee shop and develop new control measures to moderate risk of volunteer employee fraud and to increase profitability and shareholder value
- Design and implement training manual for Beans2Brew coffee shop on Appalachian State campus

American Marketing Association, Boone, NC

September 20xx - May 20xx

### Fundraising Committee

- Attended weekly meetings, presentations, and networking events with industry professionals; coordinated fundraising activities to acquire approximately \$1,000 in assets for the organization

## CERTIFICATIONS & SKILLS

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BB&T Leadership Institute, Emerging Leaders Program

October 20xx

Relevant Coursework: Strategic Management, Quantitative Statistics, Data Analytics, Managerial Accounting, Managerial Finance, Project Management