

Ben Jefferson

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EDUCATION

Bachelor of Science in **Business Administration**, Emphasis in **Management** May 20XX

Minor in Leadership

Minnesota State University Moorhead (MSUM), Moorhead, MN

- Recipient of Upper Class Scholarship
- Served on College of Business & Innovation Dean's Advisory Board
- Maintained **3.25 GPA** while working 35-40 hours per week

INTERNSHIP

Administrative Intern, *Mercy Hospital, Allina Health*, Coon Rapids, MN Summer 20XX

- Acquired expertise of hospital departmental functions
- Supported analysts with data research regarding patient flow and demand capacity
- Expanded knowledge of HIPAA and OSHA standards and regulations

RELATED EXPERIENCE

Service Manager, *Red River Valley Ford*, Fargo, ND, August 20XX - present

- Directed operations, supervised nine service repair technicians and four detailers
- Delivered excellent customer service to concerned customers; upheld corporate warranty policies
- Monitored loaning of fleet vehicles and facilitated customer check-in and check-out
- Interviewed, hired and oriented new service repair technicians
- Provided input for marketing team recommending service coupons and promotions for customers

Resident Assistant, *Housing and Residential Life*, MSUM 20XX-20XX

- Acted as leader and mentor for students living in campus residence halls
- Coordinated programs to encourage academic and social success for residents
- Completed intensive paper work as required by campus policy and state regulation
- Executed leadership skills through serving in multifaceted supervisory role

LEADERSHIP

Healthy Students Committee, *Hendrix Health Center*, MSUM 20XX-present

- Developed professional communication skills while working with campus stakeholders on student health issues
- Communicated feedback from students to committee members to ensure effective advocacy for student concerns

Dragon Ambassador, *Office of the President*, MSUM, Summer 20XX-present

- Served as public relations representative for MSUM at alumni banquets and presidential socials
- Provided campus tours for prospective students; ushered and assisted during commencement

Student Leadership Club, MSUM October 20XX-present

- Donated time and talents to multiple nonprofit organizations in the Fargo-Moorhead Area
- Collaborated with other students to determine new and best ways to help community