

## SUSIE SMITH

111 W. Congress Street  
Charles Town, WV 25414  
(123) 456-7890  
ssmith@email.com  
Citizenship: United States Citizen  
Veterans Preference: Not applicable

### Objective:

Management and Program Assistant, GS-0344-05/07  
Vacancy Announcement: XYZ-PJN-645692-ABC, Department of Homeland Security, U.S.  
Citizenship and Immigration Services

### Work Experience:

XYZ University  
1234 Main Street  
Washington, DC 12345

#### 7/20XX to Present

**Salary:** 35,000 USD per Year  
Hours per week: 40

### International Student Advisor

#### Duties, Accomplishments, and Related Skills:

**REVIEW DOCUMENTS for AUTHENTICITY** specifically regarding visa and SEVIS. Utilize E-Verify and Systematic Alien Verification for Entitlement (SAVE) to verify individuals' standings and visa information. Advise individuals on immigration regulations and compliance issues to ensure proper protocol. Receive and disseminate information regarding immigration compliance issues via automation, e-mail, mail or telephone. Resolve misunderstandings and confusion among individuals regarding visa standing and adherence to federal regulations.

**COMPILE, INTERPRET and ANALYZE** data regarding international student regulations and compliance rates. Review data for authenticity and verify status before reporting information. Utilize spreadsheets, word processing documents and spreadsheets to organize and present data to higher officials. Report findings and propose suggestions to higher officials. Implement suggested changes and evaluate data quality.

**DEVELOP, COORDINATE and DIRECT** student programs and services regarding immigration, tax and travel workshops. Communicate with university and federal officials regarding issues of non-compliance and new regulations. Perform on-going reviews and service performance regularly. Implement changes based on evaluations for further program and service success.

**Supervisor:** Ann Miller (123-123-1234)

**Okay to contact this Supervisor:** Yes

The Grocery Store

456 Main Street  
My Town, State 55555

6/20XX – 7/20XX

**Salary:** \$8.50 an hour

**Hours per week:** 25

### **Customer Service Associate**

#### **Duties, Accomplishments, and Related Skills:**

**COMMUNICATED** with customers on a daily basis. Provided excellent customer service to diverse clientele. Solved customer complaints in a timely manner and escalated issues to manager when needed. Recommended new products to customers based on their interest and purchases.

**TRAINED** new customer services associates on store policies and regulations. Presented training information at monthly storewide meeting for 50 employees. Created training manual for new employees based on feedback from new hire and on the job training.

**Supervisor:** Dan Jones, (123) 555-8888

**Okay to contact this Supervisor:** Yes

#### **EDUCATION:**

Bachelor of Arts in MANAGEMENT, May 20XX  
American Public University System, Charles Town, WV  
GPA: 3.989/4.000

Associates of Arts in General Studies, August 20XX  
State Community College, North Charleston, SC  
GPA: 3.450/4.000

#### **AWARDS and RECOGNITIONS:**

Highest Cumulative Quality Assurance Average, XYZ University, Washington, DC, December 20XX.

#### **ADDITIONAL INFORMATION:**

**LANGUAGE:** Fluent in Spanish (written, spoken and reading), Intermediate Mandarin (written, spoken and reading)

**COMPUTER:** SEVIS applications, E-Verify, Systematic Alien Verification for Entitlement.