

ERICA NORSE
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CAREER OBJECTIVE: A career in the tourism industry

EDUCATION

Northern Kentucky University, Highland Heights, KY
Bachelor of Arts, Marketing, 20XX
College Study Abroad in Tokyo, Japan

RELEVANT SKILLS

Organizational

- Planned and budgeted social events for 200 residents of a university dormitory
- Updated and implemented new filing system at a busy corporate office
- Developed personal itinerary for a three-month tour of the Far East
- Expedited the delivery of as many as 40 simultaneous dinner orders
- Computerized the accounts of a large restaurant and a caterer with Quicken software

Communication

- Coordinated itineraries through effectively communicating with tourism businesses such as airlines, train companies, bus lines, travel agents, hotels, and hostels in various foreign countries
- Exhibited strong persuasive abilities to achieve the highest sales in telemarketing division
- Presented explanations of meals to large parties of customers to help them select those best suited to their individual tastes and dietary needs
- Wrote promotional fliers for residence hall activities

Interpersonal

- Developed ability to interact with people from diverse cultures and backgrounds through extensive foreign travel and advising dormitory residents
- Established amiable rapport with restaurant patrons
- Mediated multiple dormitory disputes to arrive at outcomes favorable to all parties involved

EMPLOYMENT HISTORY

Resident Advisor: Northern Kentucky University, Highland Heights, KY	8/XX – Present
Food Server: Smorgasbord, Cold Spring, KY	5/XX – 8/XX
Telemarketer: Unsuspecting Homes Co., Cold Spring, KY	5/XX – 8/XX
Secretary: The Tire Shop, Cold Spring, KY	5/XX – 8/XX

REFERENCES AVAILABLE UPON REQUEST