

Tyrell D. Jones

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EDUCATION

STATE UNIVERSITY OF NEW YORK COLLEGE AT BROCKPORT
Bachelor's of Science in Business Administration Brockport, NY
December 2005

- Concentration in management
- AACSB accredited
- Work an average of 25 hours per week while attending school full-time

STUDY ABROAD, UNIVERSITY NAME HERE Country

- Took courses in x, y, z or list a project that you completed

HUMAN RESOURCES AND CUSTOMER SERVICE EXPERIENCE

HUMAN RESOURCES SUNY Brockport
HR Analysis – Willy Wonka Fall 2005

- Reviewing and analyzing the closing of Willy Wonka, including the impact on its HR functions (outplacement, employee morale, benefits)
- Familiar with benefits, labor rights, labor laws, recruiting, performance appraisals, and screening

TOPS MARKETS Cortland, NY
Price Control Summer 2005

- Performed pricing audit reviews to ensure correct pricing across all product lines
- Listened to customer concerns regarding pricing and resolved disputes as needed

GLAXOSMITHKLINE Raleigh, NC
Externship Summer 2005

- Interviewed three employees as well as the Senior Account Manager from several areas including human resources and benefits, to obtain a first-hand understanding of the insurance industry and its support from human resources

QUIGGLY SUPPLIES Ithaca, NY
Office Assistant Summers 2001 – 2004

- Served in management capacity in absence of owners
- Handled customer inquiries, sales, and complaints efficiently and accurately; ensured repeat business through interactions and responsiveness
- Assisted with payroll for 15 employees

VOLUNTEER AND COLLEGIATE ACTIVITIES

MARKETING CLUB SUNY Brockport
Marketing Plan Spring 2005

- Developed a mock proposal for the American Red Cross
- Advertised to the public about donating blood via flyers and radio broadcasts

DAY OF CARING, WEGMANS Corning, NY
Youth Center Volunteer Summer 2005

TECHNICAL SKILLS

- Microsoft Access, Excel, Project, PowerPoint, Word