

JERMAINE L. THOMPSON

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OBJECTIVE

To obtain a sales representative position within General Mills

EDUCATION

The Ohio State University
B.S. Human Ecology
Minor: Spanish

Columbus, OH
Expected June 200X

FINANCIAL ANALYSIS EXPERIENCE

Price Waterhouse Cooper
Financial Analyst Intern

New York, NY
June-September 200X

- Conducted analysis of General Mills breakfast cereals, included in final report of a comprehensive three-year cereal industry forecast.
- Acted as data analysis assistant for a soy futures analysis, enhancing applied forecasting skills.
- Co-presented risk analysis results to Fortune 500 company executives contemplating a merger, resulting in 12% post-acquisition profit increase.
- Completed weekly training seminars that included equity valuation, risk management, client consultation skills, and use of Hyperion Financial Management Applications.
- Forecasted and valued equity of zinc and nickel securities using records of historical risk and return.

CUSTOMER SERVICE WORK EXPERIENCE

National City Bank
Customer Service Representative

Columbus, OH
January 200X - January 200X

- Assisted customers in their transactions that involved cashing checks and receiving deposits.
- Managed \$1000 on a daily basis balancing drawer at the end of the day.
- Trained and supervised 3 new employees on company's mission and procedures.
- Performed multiple tasks such as retailing, filing signature cards, mailing, and other office duties in a very efficient manner.

East of Chicago Pizza Company
Customer Service Representative

Columbus, OH
April 200X- June 200X

- Sold Italian dishes to diverse customers on a daily basis increasing sales in 2% annually.
- Advertised, marketed, and recommended menus to customers resulting in a 100% customer satisfaction.
- Communicated product knowledge to customers facilitating decision making.
- Created a welcoming environment to customers providing a pleasure dining experience.
- Trained and supervised 5 new employees on gourmet mission and goals to enhance customer satisfaction.
- Assisted manager in daily operation dealing with customer complaints creating alternatives solutions and problem solving their needs.

ADDITIONAL SKILLS

- **Computer skills**, proficient in Microsoft Office
- **Leadership skills**, Serve as a mentor for First Year student within the Office of Minority Affairs at OSU
- **Foreign language skills**, Proficiency in Spanish , both oral and written

HONORS AND COMMUNITY SERVICE

- Habitat for Humanity, Summer 200X
- Tau Beta Pi - Honor Society, inducted 200X
- Volunteered at the Red Cross Blood Campaign Program, 200X

References available upon request