

BUSINESS (THIRD YEAR)

Mark Keating

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SUMMARY

- Enthusiastic and dedicated third-year Bachelor of Commerce student with keen interest in marketing and social media
- Administrative, advertising and website design experience gained through long-term volunteer work
- Strong customer service orientation and problem solving skills developed through recent experience in the service industry
- Proven teamwork and strategic thinking skills obtained through academic project work and case studies.
- Comfortable with MS Office products having utilized Excel and other products in coursework.

EDUCATION

Bachelor of Commerce Sep 2008 – Present
 Gustavson School of Business, University of Victoria (Victoria, BC)

- Specialization in International Business with a 6.78/9.0 GPA
- International Exchange to Madrid, Spain in 2010

WORK EXPERIENCE

Customer Service Representative Jan 2009 – Aug 2009
 Lu and Best Law Office (Victoria, BC)

- Saved lawyers time by providing administrative and clerical support including booking appointments and arranging travel.
- Addressed client preliminary inquiries by responding to questions on services received in emails, phone calls and in person.
- Improved access to information by identifying and updating or deleting out of date and erroneous information within the firm's client database of over 1000 listings.

VOLUNTEER EXPERIENCE

Volunteer May 2005 - Jan 2010
 Kids Against Cancer Society (Victoria, BC)

- Improved organization's visibility by designing advertising brochures using Photoshop and other MS tools and assisting with redesign of website
- Supported fundraising efforts by processing online sponsors and cash donations and managing receipt mail outs

PROFESSIONAL DEVELOPMENT

Student Leadership Certificate Feb 2009
 University of Victoria Leadership Programs (Victoria, BC)

- Participated in a series of leadership seminars and workshops at the University of Victoria
- Took the initiative to attend an additional full-day leadership forum with student focus groups on a wide range of leadership topics

AWARDS

BC Graduate Innovation Award 2006

- *Awarded to BC's top 100 high school students for community service and academic excellence*

RBC Case Competition Finalist 2009

- *Progressed with team through three rounds of a competitive case competition at the University of Victoria*