

# MR. TRUMP

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1234 Trump Ave. New York, New York | 123-345-6789 | trump@gmail.com

## EDUCATION

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Trump University  
**Bachelor of Arts in Political Science**  
May 2013

## PROFESSIONAL EXPERIENCE

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### Customer Service Representative

March 2016 – Present

*Trump University, New York, New York*

Served as a front line customer service representative with issues regarding financial aid, billing and payments, and Registrar issues using university systems. Fulfilled transcript requests for students and alumni. Successfully tracked and released over \$1,000,000 worth of disbursement checks to students. Provided advising regarding disbursement questions. Processed emergency loan applications. Relied on to fulfill Financial Aid advisors phone shifts when needed. Processed payment requests from students when needed. Effectively coordinated with work-study workers to complete tasks.

### Financial Aid Advisor

September 2015 – March 2016

*Trump University, New York, New York*

Responsible for providing counseling and assistance to over 10,000 students, parents, and alumni on financial aid, billing and payments, and Office of the Registrar-related issues using the new systems. Responsible for student satisfaction as reported on the Qualtrics survey system. Serve as a liaison between administrative and academic units and identified and worked with Director to streamline cross functions geared toward helping facilitate student success. Proficient in managing XXX, a virtual queueing system as well as an effective student information exchange system. Serve as a member of the Director's Executive Cabinet.

### EB-5 Administrative Legal Assistant

September 2014 – July 2015

*Law Firm, New York, New York*

Responsible for interviewing clients in both Spanish and English and reviewing client documents for legal relevance. Drafted N-400 and I-526 Petitions and followed up with clients. Prepared visa petitions based on employment, extraordinary talent, or EB-5 investment. Supported 50 staff and attorneys with any clerical or front desk duty, such as answering phones, printing and scanning petitions, and opening case files.

### Administrative Assistant

September 2013 - December 2013

*Trump Center for Policy Research, Trump University, New York, New York*

Responsible for organizing and advertising monthly faculty speaker events and coordinated the center's services to all constituents. Assisted graduate students and professors with Trump Policy issue-related research. Tended to the center's administrative and clerical tasks, which involved all service areas for faculty and students.

## PROFESSIONAL AWARDS

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**2012 Trump in DC Fellow**

**Trump U. Leadership Award – 2009, 2010, 2011, 2012, 2013**

**Resident Hall Representative – 2010, 2011**