**Sally Saltwater**

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(555) 555-5555

**Education**

Indiana University May 2019

Bachelor of Arts, GPA: 3.7/4.0 Bloomington, IN

Major: East Asian Language and Culture

Concentration: Chinese

Executive Dean’s List (Fall 2016)

Hudson and Holland Scholarship Program (top 20% of high school class, 3.2+ GPA)

**Cultural Immersion and Language**

Practical English Tutorials Program, Indiana University January 2016-Present

*Tutor* Bloomington, IN

* Facilitate conversations using Mandarin to explain English language concepts to Chinese speaking students.
* Collaborate with a team of tutors to plan activities designed to increase students’ English vocabulary.
* Create discussion topics based on conversational English to promote student engagement with classmates.
* Advise students by assessing needs regarding intercultural conflicts due to language barriers.

Chinese Students and Scholars Association, Indiana University August 2016- Present

*Member* Bloomington, IN

* Collaborate with students from China and other Chinese studies scholars by hosting traditional Chinese holiday events, to spread awareness about the culture
* Promote events that celebrate the Chinese culture by posting flyers on campus and making announcements in the school paper, so that all students at IU feel comfortable attending and learning more about the Chinese culture

**Sales/Customer Service Experience**

Target January 2014-May 2015

*Sales Associate* Fishers, IN

* Resolved customer complaints by corresponding with customers with empathy and following up with store errors in order to provide quality customer service.
* Processed incoming merchandise using the store’s cataloguing system to make sure that the correct number of products was being received and distributed.
* Promoted store promotions and sales by informing customers via word of mouth, to increase store revenue during peak seasonal promotional times