

JACOB M. GARROWAY, JR.

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PROFILE: Recent college graduate and future MBA candidate with interests in project management / marketing.

EXPERIENCE

BIG ENORMOUS BANK CONSUMER CREDIT GROUP, Dewdrop, GA 2000 to 2001
Training Coordinator/ Administrative Assistant 3, Consumer Credit Training Group, May 2001

Project management of classroom, phone and online training programs made available to 5,000 employees a year in 23 states, in sales and service of Home Equity, Personal Credit loan and related products.

- Proofread / format / distribute approximately 25 training / reference manuals with three to four monthly updates. Design / produce training-related forms (rosters, evaluations) and promotional materials.
- Maintain vendor relationships; negotiate contracts and pricing. Achieved **40% reduction in time** for handling of training materials, and **30% reduction in costs**. Streamlined class requests response times.
- Monitor and assist with monthly budget. Balance general ledger lines, accounts receivable, and approximately \$50,000 per year in accounts payable and expense accounts.
- Provide sales tracking and training data to MIS department, then prepare and publish reports from Excel and Access based IT reports. Handle office duties, attend meetings and prepare minutes, supervise office temps. Send out questionnaires / surveys, track results / replies, and produce reports.
- Administer training schedule and special request class registrations via email, intranet and phone.
- Manage and maintain training / training information / reference website for bankers, tellers, CSR's, etc., which includes manuals and classroom training materials, self-study materials, job aids, references, tips, sales tools, and registration forms. Publish manuals / new documents to website. Maintain and improve website accuracy using content management system.

Administrative Assistant 3, Marketing Department, March 2000 to May 2001

Directly assisted four VPs. Provided office management support to 46 staff. Managed small projects.

- Assisted in direct mail marketing to private customers with 15 million pieces over eight drops per year.
- Served as liaison to Human Resources for new hires and benefits, Help Desk for technical support and new equipment set-up, Payroll, and Accounting Departments on outstanding invoices.
- Assisted in balancing and researching expenses. Accurately arranged meetings, travels, conference calls, and job interviews. Created financial and sales reports / presentations using Excel, Access and PowerPoint. Supervised temps and contractors.

TAKE CARE OF YALL HEALTH NETWORK, **Dewdrop, GA** May 1999 to March 2000
Customer Service Representative (Assistant to the Department Director)

Liaison between members, health plan providers and network administration. Maintained relationships.

- Educated business partners / doctors / patients on policies / procedures. Helped resolve customer service, payment and treatment authorization issues. Generated calls log / monthly reports in Excel.
- Ordered and maintained inventory of office supplies.

BIG ENORMOUS BANK CARD GROUP, Dewdrop, GA July 1998 to May 1999
Customer Service Representative

Maintained customer service relationships, through patient, detail-oriented administration / communication.

- Provided accurate information, sold / upgraded products and services to credit card customers.
- Transferred funds from savings, checking, money market accounts for customer account payments.

EDUCATION

ST. DEWDROP COLLEGE, Dewdrop, GA, 2003

Bachelor of Arts in Business Management (Plan to enroll in St. Dewdrop's MBA program.) *Coursework:*

- Project Management
- Project Planning / Development
- Self-Management in the Workplace
- Economics / Finance
- Marketing
- Professional Assessment
- Management Theory
- Critical Perspective
- Personal Assessment

ADDITIONAL

Computer: Excel: formulas, merge, validation, filters; Word, PowerPoint, Access; web content management.

Volunteer: Habitat for Humanity, Church organization, volunteer fund-raising for MS and AIDS research.

Languages: Conversational skills in German, Dutch, Italian, French, and Spanish (widely traveled).