

Rashida A. Cooper

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OBJECTIVE/ OVERVIEW: Results oriented, versatile individual seeks to secure an entry-level, professional position utilizing recent education (candidate for Bachelor's degree in marketing) combined with diverse work and volunteer experience in various areas of public/community relations, marketing, customer service, event planning, sales, research & analysis, quality assurance, reporting, auditing and leadership.

SUMMARY of QUALIFICATIONS:

- > Diverse experience in various areas of research, analysis, client relations, data control/analysis, business reporting, quality control, regulatory compliance, etc.
 - > Extensive professional and academic writing and editing experience. Strong research and interviewing skills. Exposure to the planning, organization, execution and analysis of marketing, organizational communications and community relations programs and initiatives.
 - > Strong interpersonal, presentation/public address and written communication skills. Professional image in all customer, management and public relations.
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EDUCATION: NORTHERN ILLINOIS UNIVERSITY, DeKalb, Illinois

Bachelor of Science, Marketing Conferred, 5/2010

Recipient: General Assembly Scholarship; Women's Foundation Scholarship; Illinois Education Foundation Scholarship

Honors: Received multiple Dean's List honors

Related Coursework: - Database Marketing - Internet Marketing - Market Research
- Business Planning Writing - Interactive Marketing Technology - Buyer Behavior
- Google Ad Words/SEO - Business & Market Analysis - Entrepreneurship

COMPUTERS: Proficient in Microsoft Office Suite (Word, Excel, Outlook, Access, PowerPoint), Illustrator, Photoshop, MapPoint, SPSS, ExactTarget and various CRM systems.

EXPERIENCE: BANK ONE/SALLIE MAE, Niles, Illinois

Customer Service Representative 1/2005 to 6/2005

Worked directly with clients and debtors to research and collect on past due accounts. Received inbound customer service calls and initiated customer service to outline data. Conducted extensive research and communicated with clients to secure needed documentation to validate debt. Gathered, collected and compiled report packages concerning disputes. Received, reconciled and posted/deposited payments.

- Consistently achieved top collection performance ranking collecting \$20,000+ monthly.

TARGET CORPORATION, Niles, Illinois

Associate 10/2004 to 1/2005

Supported sales, merchandising and customer service operations. Worked directly with patrons with responsibilities for compiling accurate pricing. Collected and audited cash, check and credit card transactions; responsible for nightly accounting close-outs.

T-MOBILE, Decatur, Illinois

Customer Service Representative 4/2002 to 10/2004

Built and maintained professional relationships with customers in a call center environment through professional service and extensive follow-up contact; encouraged and secured repeat business opportunities. Communicated with customers to assess needs, evaluate options and implement positive solutions. Provided exceptional customer service to resolve inquiries. Trained associates, ensuring exceptional customer service.

- Consistently met or exceeded customer service and add-on sales objectives.
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VOLUNTEER/ LEADERSHIP: - Volunteer, Better Boys Foundation (NPO-Scholarship Fund).
- TRIO Conferences/Workshops: Leadership Development.
- Committee Member, Illinois Education Foundation.

TRAINING: Donald Trump University; attend several business & professional development seminars.