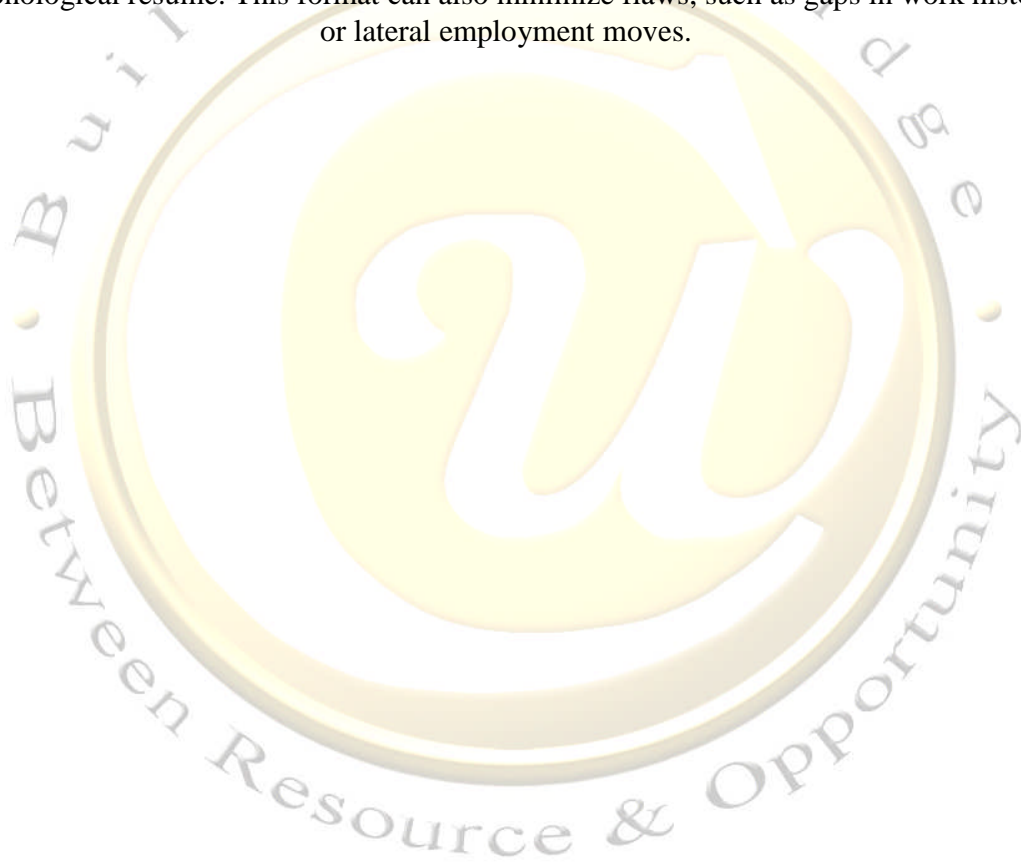


Functional Resume

The functional format emphasizes your skills and talents you have developed and de-emphasizes job titles, employer names, and dates. The main purpose of a functional resume is to better the chances of candidates whose qualifications might look weak on a chronological resume. This format can also minimize flaws, such as gaps in work history or lateral employment moves.



"Building a bridge between resource & opportunity for minority students & students with disABILITIES"

www.wrightchoice.org

Michelle B. Adams

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Education:

The Ohio State University, Columbus, Ohio
B.A., Management
G.P.A.: 3.8/4.00

June 2007

Professional Skills

Recruiting/ Administrative/ Management

- Assisted in program planning for The Ohio State University Student Government Diversity Committee
- Assisted in programs to recruit minority students for the Office of Minority Affairs at The Ohio State University.
- Organized office and typed reports and minutes from department meetings.
- Maintained confidentiality when working with clients' personal information and bank accounts.
- Currently conducts weekly meetings to plan the talent show for the 29th Annual African American Heritage Festival at The Ohio State University.

Interpersonal/ Teamwork

- Worked with coworkers Billing Administration department at Children's Hospital to recover over \$2 million in revenue that had been previously denied by Medicaid.
- Currently tutoring third grade students to refine reading and writing skills.
- Mentored a group of freshman students at The Ohio State University to ensure successful adaptation and retention at the university.
- Assist talent show committee to meet deadlines by delegation of tasks and effective communication.

Research/ Problem Solving

- Assisted in the design of a survey to conduct research and analysis, and write a sociological research report based on findings.
- Assessed customers' banking needs in order to match them with suitable accounts.
- Provided friendly customer service and solutions to help clients manage bank accounts.

Employment History

Customer Service Specialist, Customer Service Center US Bank-Columbus, OH	8/05-Present
Sales Associate FinishLine, Inc.-Columbus, OH	4/05-8/05
Office Assistant, Baker Hall West The Ohio State University-Columbus, OH	9/04-6/05
Billing Administration Intern, Behavioral Health Services Children's Hospital-Cincinnati, OH	6/04-9/04

REFERENCES AVAILABLE UPON REQUEST