WILLIAM BROWN

Accounting Intern

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📞 (123) 456-7890
📍 Gainesville, FL
in LinkedIn

EDUCATION

Bachelor of Arts
Accounting
University of Florida
📅 September 2020 - current
📍 Gainesville, FL

Relevant courses
- Financial Accounting
- Managerial Accounting
- Intermediate Financial Reporting

SKILLS

- QuickBooks
- Microsoft Excel
- Financial Reporting
- Auditing
- Expense Reporting

CAREER OBJECTIVE

Motivated accounting student seeking an internship at Optym. With knowledge of QuickBooks and Microsoft Excel and experience in academic accounting projects, I'm excited to bring strong financial acumen and passion for innovative technologies to Opytym's accounting processes.

WORK EXPERIENCE

Customer Service Representative
Infinite Energy

📅 May 2021 - February 2023   📍 Gainesville, FL

- Served as a front-line contact for customers of Infinite Energy, managing 40+ calls on a daily basis
- Reduced customer complaint escalation rate by 64% by implementing efficient problem-solving techniques
- **Exceeded personal sales targets by 37%** through effective cross-selling and up-selling techniques
- Achieved a 97% positive feedback score on post-interaction surveys for creative and thoughtful problem-solving

PROJECTS

Statement Savvy
Report Writing Class Project

📅 January 2022 - April 2022

- Collaborated with a team of five to create comprehensive financial health reports for 8 simulated companies
- Analyzed financial statements of companies to assess their financial health and improve risk assessments
- **Increased data processing speeds by 37%** via a new financial reporting system developed using Microsoft Excel
- Performed quarterly audits of the companies' financials and improved financial transparency and accountability

Forecast Master
Budget Analysis Class Project

📅 September 2021 - December 2021

- Created budgets and financial forecasts of select S&P 500 companies for a classroom presentation
- Worked with classmates to gather data for budget creation, forming an accurate budget with a variance of less than 4%
- Developed an innovative expense reporting system that could **reduce report generation time by 8%**
- Boosted student engagement by creating compelling visual representations of budgets and forecasts using Excel