

Jeffrey Kingston

12345 Street Ave, Colorado Springs, CO 12345 • (890)234-3456

A highly talented and accomplished researcher and counselor with extensive skills and experience in social research with a strong emphasis in political and business interactions.

SUMMARY OF QUALIFICATIONS:

- More than 20 years of research experience at various business institutes
- Statistical analysis
- Program development
- Management analysis and evaluation
- Experimental design
- Employee relations counseling
- Published researcher
- Hierarchal and structural research
- Mass communication analyst
- Work group educator

PROFESSIONAL EXPERIENCE:

Work Force Advisor, Microsoft, Redmond, WA, 2005-Present

- Interviewed benefits recipients at specified intervals to certify their eligibility for continuing benefits
- Interpreted and explained information such as eligibility requirements, application details, payment methods, and applicants' legal rights
- Compile, record, and evaluate personal and financial data in order to verify completeness and accuracy, and to determine eligibility status
- Interviewed and investigated applicants for public assistance to gather information pertinent to their applications
- Kept records of assigned cases, and prepared required reports
- Scheduled benefits claimants for adjudication interviews to address questions of eligibility
- Prepared applications and forms for applicants for such purposes as school enrollment, employment, and medical services

Human Services Program Specialist, Boeing, Tacoma, WA, 2000-2005

- Kept records and prepared reports for owner or management concerning visits with clients
- Submitted reports and reviewed reports or problems with superior
- Interviewed individuals and family members to compile information on social, educational, criminal, institutional, or drug history
- Provided information and referred individuals to public or private agencies or community services for assistance
- Consulted with supervisor concerning programs for individual families
- Advised clients regarding food stamps, child care, food, money management, sanitation, or housekeeping
- Visited individuals in homes or attended group meetings to provide information on agency services, requirements and procedures

Workforce Services Representative, Orem Banks, Orem, UT, 1995-2000

- Used computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information
- Performed day-to-day administrative tasks such as maintaining information files and processing paperwork
- Entered, transcribed, recorded, stored, and maintained information in written and electronic/magnetic form
- Communicated with people outside the organization, represented the organization to customers, the public, government, and other external sources in person, by telephone and email
- Developed constructive and cooperative working relationships with others, and maintained them over time.

Employment Specialist, Provo Career Specialists, Provo, UT, 1991-1995

- Researched current hiring practices and designed new hiring practices
- Worked with a team of sociologists that worked to equalize the hiring process
- Interviewed and coached prospective candidates
- Conducted surveys that delved into the experience of qualified candidates and their previous experience
- Published paper regarding above research in *The National Sociology Institute Magazine*

EDUCATION:

- **Master of Science, Sociology**
Brigham Young University, Provo, UT
- **Bachelor of Science, Human Resource Management**
Utah State University, Logan, UT

PROFESSIONAL SKILLS:

- Critical thinking skills
- Deep understanding of human interaction
- Service oriented
- Effective oral and written communicator
- Extremely organized
- Current research

PROFESSIONAL ASSOCIATIONS:

- American Sociological Association
- Society for Applied Sociology
- International Sociological Association
- Society for the Study of Social Problems
- Urban Sociological Society