

# BETHANY A. STEVENSON

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Indianapolis, IN 55555

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## QUALIFICATIONS SUMMARY

“...unlimited experience in providing both direct and indirect care...knowledgeable with all federal and state requirements and follows these rules exactly...quick learner...warm and outgoing personality...thoughtful and enthused about her quality of care...always makes time to listen to the client’s requests...an asset to any company...”

– Case Manager & Supervising R.N.C., Area Agency on Aging

Passionate and organized professional with a keen interest in social work, administrative services, and proofreading. Background combines sales, customer service, journalism, and administrative engagements, in addition to hands-on social work experience caring for three elderly patients. Skilled in recordkeeping, regulatory reporting, and compliance with state and federal guidelines. Meticulously attentive to details with experience serving as proofreader and final pre-press authority for a daily newspaper with circulation of 30,000. Avid community volunteer having participated in causes for the Red Cross and served on the Advisory Board Committee for the Good Samaritan Hospital Home Care Service. Technically proficient in Windows, email, and Internet research. Moderate knowledge of sign language. Notary Public. Degree in Social Sciences.

*Additional skills include:*

Customer Service ♦ Interpersonal Relations ♦ Relationship Development ♦ Procedure Compliance  
Community Service ♦ Administrative Functions ♦ Patient Advocacy ♦ Process Improvement

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## PROFESSIONAL EXPERIENCE

**\*\* Additional experience caring for three elderly patients, working closely with the Area Agency on Aging to manage care plan, document progress, maintain state and federal compliance, and serve as an advocate for client’s rights. (1989-1997) \*\***

SAM’S CRAFTS & STUFF, Indianapolis, IN – Sales Assistant (1986-1989)

Provided ad-hoc assistance to store owner in managing daily operations, merchandising retail space, generating sales, and cultivating lasting customer relationships. Processed orders quickly and accurately while ensuring achievement of customer satisfaction goals.

*Selected Highlight:*

- **Suggested new products and merchandising ideas based on customer feedback, opportunities for improvement, and seasonal trends.**

NOLAN HOME PRODUCTS & AVON, Indianapolis, IN – Sales Representative / Advisor (1984-1986)

Marketed home and beauty products throughout local territory, generating award-winning sales results through broad network, relationship development skills, and extensive product knowledge. Developed solid base of 25+ accounts and consistently identified cross-selling and account expansion opportunities.

*Selected Highlights:*

- **Received numerous sales and service awards for consistently beating goals and generating new business.**
- **Maintained meticulous records detailing customer contact, transactions, and preferences.**

THE DAILY NEWSPAPER, Indianapolis, IN – Proofreader (1975)

Served as the final pre-press authority approving all design and content for a 15-page daily newspaper with circulation of 30,000. Collaborated with team member to crosscheck work, ensure achievement of deadlines, and resolve concerns.

*Selected Highlights:*

- **Successfully adhered to internal standards, journalism guidelines, and style preferences while maintaining consistency in presentation and format.**
- **Met all deadlines in a fast-paced environment while adhering to stringent quality control standards.**

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## ACADEMIC BACKGROUND

STATE UNIVERSITY, Indianapolis, IN – **Associate of Arts in Social Sciences (1996)**

*Coursework focused on Sociology, Psychology, and Interpersonal Communications*

*Completed 5-Credit Hour Community Health Practicum*