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## Amanda Hayes

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West Lafayette, IN 47906

### Objective

To obtain an accounting internship for the summer of 2015 to increase knowledge and build skills related to client service

### Education

**Purdue University – Krannert School of Management**, West Lafayette, IN  
Bachelor of Science in Accounting; Bachelor of Science in Management

May 2016  
GPA: 4.0/4.0

- Concentration: Finance
- University Honors Program

### Internship Experience

**Federal Tax Intern**, *Crowe Horwath*, Indianapolis, IN

Summer 2014

- Prepared state returns
- Researched companies based on specified criteria to compile a list of potential clients
- Reviewed processed returns to ensure they were free from error

**Client Service Intern**, *The Just Company*, Indianapolis, IN

May 2013-August 2013; December 2013-June 2014

- Audited 4<sup>th</sup> quarter transactions to verify accurate recording
- Identified and corrected various problems to ensure all client objectives were achieved
- Gathered data and assembled reports using Excel to show clients their investment performance
- Contacted clients and companies to complete client objectives regarding account and investment transactions
- Developed a 28 page handbook to guide new employees through transactions
- Complied with Financial Industry Regulatory Authority (FINRA) and the Securities and Exchange Commission (SEC) to assemble paperwork for investment purchases

### Work Experience

**Student Ambassador**, *Purdue's Center for Career Opportunities (CCO)*, West Lafayette, IN

August 2013-present

- Critique students' resumes to improve the portrayal of skills and experiences increasing future job potential
- Collaborate with coworkers to advertise through social media increasing student awareness of the CCO

**Student Assistant**, *Krannert Professional Development Center*, West Lafayette, IN

August 2013-present

- Provide support to the staff by completing various tasks to facilitate daily operations
- Accommodate employers by providing guidance and creating a hospitable environment
- Engage with students to answer questions regarding available resources and troubleshoot issues

**Cashier/Customer Service**, *Dunkin' Donuts*, Brownsburg, IN

January 2011-present

- Aid in inventory counts to manage stock levels and track assets
- Prepare the store for daily activity by arriving at 3:30AM and following specified procedures
- Train new employees to improve productivity and quality of service
- Listen to customers to resolve complaints
- Provide fast and friendly service to increase customer satisfaction

### Community Service and Activities

**School of Management Employers Forum**, *Member*

Fall 2013-present

*Seminars and Interviews Committee Director*

Fall 2014

- Provide service to employers and students during the career fairs to ensure a smooth operation
- Analyze and schedule approximately 60 company presentations to ensure each company can maximize attendance

**Purdue Accounting Association**, *Member*

Fall 2012-present

*Professional Events Chair*

Fall 2014-Spring 2015

- Act as a liaison between employers and students by organizing networking opportunities around the calendars of classes, exams, and other clubs' events
- Collaborate with officers of Beta Alpha Psi to increase student attendance

**Purdue Foundation Student Board**, *Member*

**Eller Ethics Case Competition**, Tuscan, AZ

Fall 2013

**United Way of Greater Lafayette**, West Lafayette, IN

Spring 2013 & 2014

- Prepared income taxes for qualified citizens to save \$135,000 in tax fees

**Higher Ground Dance Company**, Member

Fall 2012-Spring 2013

**4-H**, 10-year Participant

2002-2012