

Sample Resume - One Page

Sarah Masters

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EDUCATION

Maxwell School of Citizenship and Public Affairs, Syracuse University Expected July 2018

Master of Public Administration

Master of International Relations

Relevant coursework: Public Budgeting | Statistics | Microfinance | Governance and Civil Society | Economics | Culture and Reproductive Health and Medicine | Health and Development | Girls' Education | Research Design | Quantitative Analysis | Management and Leadership | Collaborative and Participatory Governance

University of Texas at Austin August 2006 – May 2010

B.A. Government, Minor in Liberal Arts

EXPERIENCE

Office of the Under Secretary for Civilian Security, Democracy, and Human Rights, Washington DC

U.S. Department of State Intern (Secret Clearance)

September 2015 – November 2015

- o Evaluated funding for programming relevant to the Under Secretary's priorities, which uncovered ways to improve defining certain topics, communicating within programs, and tracking issues throughout the budgeting process.

- o Developed various social media toolkits and defined a social media communications strategy for the future of both the current and incoming Under Secretaries.

World Health Organization, Geneva, Switzerland

Be Healthy, Be Mobile Non-Communicable Diseases Intern

June 2015 – August 2015

- o Worked on various projects including a cost-effective analysis, communication needs assessment, and various projects for the team's collaborative mobile health intervention program with the International Telecommunications Union.

Facebook, Austin, TX

Client Services Associate

September 2013 – June 2014

- o Launched new Help Center Community forum. Provided testing, feedback, data, and weekly product insights gained from providing social media support and recommendations for over one million advertisers and 25 million Page admins.

- o Created data reports and dashboards to track impact of support on customer satisfaction and revenue.

- o Operationalized workflow and developed moderation policy to ensure consistent support and actions with respect to forum and site terms.

Page Operations Specialist

June 2010 – September 2013

- o Led product feedback and testing, developed trainings, and worked with policy team to loosen restrictions to improve the admin experience for over 25 million managed pages.

COMMUNITY ENGAGEMENT

Syracuse University Graduate Student Organization, Department Senator

September 2014 – May 2015

- o Represented International Relations students in decisions on issues of finance, advocacy, student affairs.

Facebook Women - Austin, Social Media Trainer

September 2010 – June 2014

- o Volunteer social media trainer for women entrepreneurs and online safety training at local middle school.

SKILLS

- o Data: Microsoft Office Suite, SQL, Tableau, SPSS, Salesforce, SharePoint, Google Office Products

- o Languages: Spanish (Intermediate proficiency)

- o Research, workflow optimization, digital/social media promotion, event management, fundraising.