

## Robin Hill

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**EDUCATION**      **UNIVERSITY AT BUFFALO, THE STATE UNIVERSITY OF NEW YORK**  
Master of Science, **Accounting**, 06/xxxx

**SUNY COLLEGE AT GENESEO**  
Bachelor of Science, **Accounting**, 06/xxxx  
GPA: 3.41/4.0

**EXPERIENCE**      **ABC Tax Service**, Rochester, NY  
**Tax Intern**, xx/xxxx-xx/xxxx

- Analyzed client financial information to accurately process and file both state and federal tax return filings
- Delivered individualized service by consulting with each client to appropriately assess financial situation and tax filing profile
- Expedited filings through effective use of IT applications, such as Excel and Access

**SUNY College at Geneseo Freshmen Residence Halls**, Geneseo, NY  
**Resident Advisor**, xx/xxxx-xx/xxxx

- Supervised and monitored all activity and interaction among 120 students residing on two floors of the hall to ensure a pleasant and respectful living environment
- Advised individual students regarding life management issues to foster independence and ease transition to college life
- Mediated conflicts and resolved issues, enforcing policy and disciplinary procedures when necessary to maintain order
- Developed and implemented programming in the hall to promote the use of campus student services and extend the support system for residents

**Wegmans Food Markets, Inc.**, Fairport, NY  
**Customer Service Associate**, xx/xxxx-xx/xxxx

- Provided thoughtful service to customers to build goodwill, enhance satisfaction and reinforce Wegmans' positive brand identity
- Teamed with other associates in collaborative manner to efficiently complete important maintenance and cleaning tasks assuring a neat and clean store
- Displayed dedication and work ethic by offering to work extra shifts in busy periods
- Supported co-workers by rotating into various departments as necessary to maintain swift and outstanding customer service

**SKILLS**      MS Office: Excel, Word, Publisher, PowerPoint and Access  
Accounting Software: MS Dynamics, Great Plains and QuickBooks

**ACTIVITIES**      Member, Accounting Society at SUNY College at Geneseo  
Volunteer, Habitat for Humanity, Monroe County  
Volunteer, Local Neighborhood Beautification Project, Geneseo, NY