

# Dustin L. Brown

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## Objective

Acquire a position that allows me to apply my knowledge, skills, and abilities to contribute to organizational objectives, while improving my own personal skills.

## Education

**Illinois State University**, Normal, IL  
College of Business  
Bachelor of Science in: **Finance**  
Bachelor of Science in: **Insurance**

**Dec 2010**

**Richland Community College**, Decatur, IL  
Community College District 537  
Associate in Arts

**Dec 2007**

## Work Experience

**Lone Star**, Bloomington, IL  
Server

**Dec 2009- Present**

- Assure customer satisfaction and quick service
- Utilize my ability to work well with others as a team member
- Maintain composure and positive attitude during hectic business hours
- Manage customer complaints and addressed concerns
- Developed strong communication and interpersonal skills by recognizing and addressing specific needs of customers, and working collectively as a team to ensure optimal service

**Mr. Fix It**, Normal, IL  
Maintenance/Landscaping

**May 2009- Present**

- Speak directly with customers to gain an understanding of their expectations
- Improve critical thinking and decision-making skills by constantly working without management's supervision and continuously making own judgment calls
- Strengthened time management skills
- Collaborate hand in hand with customers to ensure satisfaction

**Cargill**, Decatur, IL  
Assembly Line/Fork Lift Operator

**June 2006- Dec 2007**

- Certified Fork Lift Operator trained by Cargill
- Received and stocked product as well as maintained inventory levels
- Collected samples of product daily and tested product for quality control
- Experienced operations management and inventory control

## Computer Skills

- Knowledgeable and experienced with Windows XP and Vista
- Applications include Access, Excel, FrontPage, PowerPoint, Publisher, and Microsoft Office

## Volunteer Experience

- Humane Society of Central Illinois
  - ✓ Perform cleaning duties
  - ✓ Walk dogs and clean dog pens

**Jan 2008- Present**