

Samuel Merth

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Professional Profile

Eager, dedicated, and respected hands-on professional with the ability to quickly learn business models and become a trusted business partner. I take pride in my level head, ethical judgement in decision making, entrepreneurial spirit, and ability to create and foster effective working relationships. I am a strong advocate of financial literacy and am driven to help others take charge of their personal finance.

Summary of Qualifications

- Currently pursuing a Bachelor of Arts Degree in Business, anticipated graduation Spring, 2022
Bethel University, St. Paul, MN
 - Major in Economics and Finance
 - GPA: 3.57
- High energy, dependable professional with good judgment and knowledge
- Excellent customer service and client relations background
- Consistent performer with high integrity and ethics in decision making and tasks
- Strong interpersonal, communication, organization, and multi-tasking skills
- Knowledgeable and experienced in several PC applications and systems
- Strategic thinking, Adaptable, and Empathetic leadership skills
- 5-plus years of customer service experience in the customer service/food service industry

Skills/Knowledge

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|--|---|-------------------------------|
| ✓ Strong Verbal, Written, and Presentation Communication | ✓ Detail Oriented | ✓ Spanish, conversational |
| ✓ Effective Time Management skills | ✓ Database Structures | ✓ Microsoft Office |
| ✓ Excellent Multi-tasking skills | ✓ Proficient IT knowledge | ✓ Pivot Tables |
| ✓ Adobe experience | ✓ Working knowledge of website structure; html and css | ✓ Business Management systems |
| ✓ Thorough Analytical assessment | ✓ Relational communicator with clients, co-workers, and supervisors | |
| ✓ Experience in JMP, Tableau, SQL | | |

Professional Experience

BETHEL UNIVERSITY

St. Paul, MN

Research Analyst, undergraduate Royals Investment Fund

08/2020 – present

Responsible for assigned funds within the Bethel University Royals Student Investment Fund and researching potential stocks to present for addition to watchlist or portfolio

Key Duties/Results:

- Fundamentally analyze and research potential stock picks for the university's student managed fund
- Present research and performance of funds to the board of investors
- Manage all aspects of an assigned portfolio by tracking and reporting on the fund performance
- Research and assess markets for catalysts in major growth and high value stocks

Information Technology Services Student Manager
Information Technology Services Call Center Agent

08/2020 – present
08/2019 – 08/2020

Responsible for providing daily tactical support in a call center environment to ensure that high-level customer service, communication, and responsiveness is maintained with all levels of staff and students at Bethel University.

Key Duties/Results:

- Serve as the first level support to assist the caller with evaluating the problems and providing logical and sustainable solutions
- Oversee and perform hands-on training to new student workers
- Provide high level customer service to all incoming calls and walk-up customers by ensuring the needs of the individual is met
- Ensure accurate documentation for all incoming ticket item requests

Professional Certifications/Memberships/Involvement

- Certified Microsoft Office Specialist, Certiport, 12/2019
- Certified Microsoft Excel Expert, Certiport, In Progress
- FactSet Core Products Certification, FactSet, In Progress
- Member, Bethel Business and Economics Association, 09/2019 – Present
- Mentee, Bethel Biz Mentorship Program, 09/2020 – Present
- Welcome Week Student Ambassador, Bethel University, 02 – 09/2020