

**Samera J. Zerang**  
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## EDUCATION

**Bachelor of Arts in Communication Studies**, December 2009  
Emphasis on Corporate and Organizational Communication  
**Minor in Textiles, Apparel, and Merchandising**, December 2009  
Northern Illinois University, DeKalb, IL

## RELEVANT COURSEWORK

Fashion Industries                      Apparel Products Analysis                      Fiber and Fabric Analysis

## EMPLOYMENT HISTORY

**Clerical**, Healthcare Information Services, L.L.C., Park Ridge, IL                      2008-Present

- Contact patients and lawyers regarding delinquent accounts
- Arrange debt re-payment plans with patients based on their financial situations
- Locate patients whose demographics are no longer current
- Notify doctors of delinquent accounts with a detailed report of the collection efforts made
- Reduced debt to Illinois Bone & Joint by \$100,000.00 within one month
- Evaluate accounts to determine whether the patient or the insurance company is responsible for the balance

**Waitress**, Starbusters Bar and Nightclub, DeKalb, IL                      2008-2009

- Provided patrons with prompt service in a fast-paced environment
- Assisted vendors and promotion teams in selling products to patrons
- Trained new employees in food service and business operations

**Teacher's Assistant (practicum)** Northern Illinois University, DeKalb, IL,                      2008

- Assisted in organizing and conducting activities for a group communication class
- Collected and recorded results of in-class experiments and results of research surveys, using Microsoft Excel spreadsheets

**Waitress and Hostess**, Champ's Bar and Restaurant, Skokie, IL                      2006-2007

- Worked many busy dinner shifts and provided guests with timely service

## ACTIVITIES AND HONORS

**Dean's List**, Northern Illinois University, DeKalb, IL                      2009

**Guest**, STYLEMAX Trade Show, Chicago, IL                      2009

- Shadowed the owner of Sole Sisters Boutique
- Gained significant insight into the buying process

**Member**, Public Relations Student Society of America                      2008-2009

**Study Abroad Experience**, Dublin City University, Dublin, Ireland,                      Summer 2008

- Studied transnational communication and media
- Took courses applicable to the curriculum of English, History, and Media Studies

**Member**, Alpha Sigma Alpha Sorority                      2005-2008

- Gained valuable experience in decision-making processes, group dynamics and teamwork
- Participated in volunteer work for the university and the Special Olympics philanthropy