

OBJECTIVE: To gain experience working in an office with opportunities for editing and communicating while learning new programs. Also want to deepen communication and leadership skills.

EDUCATION: ST. NORBERT COLLEGE, De Pere, WI
Bachelor of Arts Degree, December 2018, Magna Cum Laude
Major: English with a Creative Writing Emphasis Minor: Media Studies GPA: 3.89/4.0

AWARDS: St. Norbert Dean's List Fall 2015 to Fall 2018
St. Norbert College Presidential Scholarship for Academics
St. Norbert College Literary Awards Honorable Mention 2016
Sigma Tau Delta English Honor Society, Honorable Mention at the 2017 Convention
Omicron Delta Kappa Leadership Honor Society

WORK EXPERIENCE:

Customer Experience Specialist, Drizly, Denver, CO/Remote, May 2020 to Present

- Answer phones, emails, and chats with consumers' questions and problem solve order issues
- Troubleshoot with stores who reach out looking for assistance with order issues or questions about the technology used

Intern/Part-Time Team Member, 13th & Joan Publishing, Remote, May 2018 to May 2020

- Conduct personal interviews and transcribe conference calls with clients while remaining empathetic
- Write blog posts and communicate with CEO of company and clients
- Proofread and edit novels in a timely, detailed manner with little to no supervision

Multi-Channel Team Member, Alta Resources, Neenah, WI, April 2019 to May 2020

- Answer phones, emails, and chats with consumers' questions and comments while transcribing what they share
- Make note of trends in product complaints and create reports

Crew Leader/Trainer/Shift Manager, Culver's, Neenah, WI, September 2012 to August 2019

- Facilitate duties to keep store clean and food at the highest quality as a Manager with a friendly attitude
- Problem solve and use interpersonal skills to interact with guests and build a relationship to create a loyal consumer
- Train new employees both directly and through leading by example to uphold the Culver's expectations of a guest focused atmosphere that is friendly, open, and fun for all that walk through the door

Writer, Automobile Gallery, Green Bay, WI/Remote, February 2019 to July 2019

- Write short backgrounds on the collection of cars and conduct research on fun facts that people would want to know
- Post on WordPress, organize for compatibility on a mobile device, and create a QR code

English TA, St. Norbert College, De Pere, WI, September 2017 to December 2018

- Assist the English Faculty with copyediting, proofreading, research, and office tasks
- Design posters, advertise for upcoming classes and events, as well as create bonding events for English majors

Tech Bar Consultant, St. Norbert College, De Pere, WI, February 2018 to December 2018

- Coach students on constructing WeVideos, navigating Google, and creating Domains/WordPress sites
- Write articles or create WeVideos on "how to" for Tech Bar

LEADERSHIP: President of St. Norbert College's Sigma Tau Delta Chapter and Omicron Delta Kappa Chapter

Graphos: Creative Journal, St. Norbert College, De Pere, WI, September 2015 to December 2018

Submitter, Selection Committee Member, Set-Up Layout, Copyeditor, Co-Editor (Fall 2017 to Fall 2018)

- Attend weekly meetings, uphold and enforce rules and integrity of St. Norbert and the creative journal
- Draft the first copy of *Graphos*, organize and correspond with other members on proofreading
- Meet deadlines and delegate layout and copying tasks to other members while overseeing it all

Knitting Knights, St. Norbert College, De Pere, WI, September 2015 to December 2018

Knitting Teacher, President (Fall 2017 to Fall 2018)

- Teach new members how to knit, and provide patterns for the community service projects (baby hats for prenatal units)
- Set up the semester community service project
- Facilitate weekly meetings and check in with students to see how they are doing with managing college workload

Electric Company, St. Norbert College, De Pere, WI, April 2016 to December 2018

Secretary (Spring 2017 to December 2018), Co-Homecoming Chair (Spring 2017 to 2018), Fraternity Relations Chair

- Attend weekly meetings and take notes of all that is discussed before sending out a detailed recap of the meeting
- Organize group's involvement in all activities and interactions with other social groups

LITERARY PRESENTATIONS

- Presented at the 2017, 2018, 2019, & Accepted to the 2020 Sigma Tau Delta Convention
- Published in Z Publishing's *Emerging Writers of Wisconsin* Fiction Anthology 2018 as well as 2019