# Professional Summary

Passionate, motivated, and professional woman seeking a challenging position with the following abilities and characteristics:

* Excellent Phone Etiquette
* Servant Leader
* Interpersonal skills
* Excellent customer service skills
* Team player
* Strong written and verbal communication skills
* Ability to solve problems and make decisions
* Organizational Skills
* Ability to work independently and multi-task
* Typing (60 wpm) and data entry skills
* Detail-oriented
* Time Management Skills
* Research Skills
* Dedicated
* Part 107 Drone Certification

# Education

**Web Development Bootcamp**

Eleven Fifty Academy

## **Expected Graduation: October 2021**

Remote, Online

**Associate of Science in Visual Communication**

Ivy Tech Community College

Member of Phi Theta Kappa

Dean’s list Summer and Fall 2019

## **Did Not Graduate**

## Fort Wayne, IN

**Associate of Science in Business Administration**

Ivy Tech Community College

Member of Phi Theta Kappa

Dean’s list in 2010 and 2011, and 2012

## **May 2013**

## Fort Wayne, IN

## GPA: 3.2/4.0

# Experience

Bureau of Motor Vehicles

Customer Service Representative

Fort Wayne, IN

May 2017-May 2018

* Maintain client confidentiality
* Update database records
* Discover needs of clients
* Research needed forms
* Proofread documents for accuracy and signature capture
* Process title transfers and vehicle registrations
* Issue tests and Indiana credential
* Perform VIN inspections
* Follow Protocol
* Ensure compliance of Federal regulations
* Audit cash register
* Improve in speed and proficiency
* Contribute to smooth branch flow

WANE-TV

**AM Receptionist**

Fort Wayne, IN

August 2014-May 2016

* Monitored entry into building
* Answered phones and redirect calls
* Processed and filed paperwork
* Processed mail
* Maintained database records
* Key holder

SCAN, Inc.

**PM Receptionist**

Fort Wayne, IN

June 2013-August 2015

* Monitored entry into building
* Answered phones and redirect calls
* Processed and filed paperwork
* Processed mail
* Maintained client confidentiality
* Key holder

Macy’s

**Sales Associate**

Fort Wayne, IN

Sept. 2011-March 2012

* Established relationships
* Optimized the amount of money spent per transaction
* Maintained extensive product knowledge
* Informed customers about new products
* Sold correlated products actively and suggestively
* Improved in sales ability
* Received many customer compliments
* Met sales goals regularly

H&R Block

**Tax Associate**

Fort Wayne, IN

Jan. 2010-April 2012

* Generated retention
* Improved processes and efficiency
* Identified, recorded, and solved complaints
* Recommended products
* Increased customer awareness of tax situations
* Audited cash register
* Processed loan applications
* Maintained knowledge of Tax Law changes

Junior Achievement

**Volunteer**

Fort Wayne, IN

2011-2012

* Participated in volunteer training
* Prepared for lesson of the day
* Worked in close proximity of certified teacher
* Maintained ethical behaviors in relationships with professional staff
* Presented information and assignments to children
* Read to small group of children
* Guided students in need of supplemental instruction
* Taught small group of kindergarteners the fundamentals of business and economics