Charmaine H. Enger, B.A., M.A., ABD

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**Objective** Obtain a police records technician position with the City of Marysville, WA

**Skills and Abilities** Exceptional written and oral communication skills, high emotional intelligence, outstanding interpersonal communication ability, strong leadership and organizational sense, thrive in detail-oriented, deadline-driven environments.

**Experience** University of Alberta: Edmonton, Alberta, Canada

* Sessional Professor: design and deliver twice-weekly lectures and seminar materials for core undergraduate courses in international relations/political economy/comparative politics
* Supervise, mentor and assess teaching assistants (on-line, in class and designated office hours)
* Advise and assist diverse body of students

University of British Columbia, Vancouver, B.C. Canada

* Sessional Professor: Craft and present thrice-weekly lectures, prepare seminar discussion issues for core undergraduate courses in international relations/political economy/comparative politics
* Attend and discuss course progression in departmental meetings, provide input and assessment updates for students and teaching assistants

Verizon Wireless, Bismarck, ND and Marysville, WA

* Retail Sales Representative: Provide exemplary customer service while ensuring fit of products and services to valued customers, exceed monthly quota requirements in all measurable metrics (sales, services, customer satisfaction), assist in opening/closing procedures as well as monthly inventory requirements. Mentor newly hired staff, deliver weekly seminars to valued customers on devices and services purchased.

Alfy’s Pizza, Marysville, WA

* Supervisor: All aspects of store management, customer service.

**Education** University of Alberta, Bachelor of Arts (Distinction), Master of Arts (Distinction), PhD Candidate (ABD status)

**Communication** As a university instructor, I was privileged to interact with all ages, cultures. Delighted to provide guidance/direction to students and teaching assistants. Aside from mandatory graduate coursework, undertook numerous seminars/courses in interpersonal interaction, assessment strategies/methodologies as well as evaluation techniques and applications. At Verizon and all other public-facing positions, communication/customer interaction constitutes the epitome of superior job performance.

**Leadership** Attained Winner’s Circle status (>120%+sales quota) each year while working as a retail sales representative at Verizon. As member of Graduate Students’ Association, worked on committees in partnership with provincial government dealing with post-secondary education. Supervised and coordinated with numerous graduate students working as my teaching assistants. Worked in municipal government and served on executive of provincial employee union. Team leader and store supervisor (Alfy’s Pizza).

**References** Readily available upon request