

## **SKILL AND ABILITIES**

- Proficient with a variety of computer systems, operating systems, learning management environments, and software packages such as: Windows 95 - Windows 8 and corresponding office suites, Macintosh OSX, Linux Redhat, P.O.S. (Point of Sale) systems, Mozilla Firefox, Internet Explorer, Google Chrome, Java Script, HTML5 and CSS3 web development technologies.
- Strong analytical ability and numerical problem solving rooted in calculus and probability
- Strong verbal and logical reasoning abilities and reading comprehension. Excellent written and verbal communication skills, with attention to detail
- Knowledge of advanced customer relations techniques and practices, to ensure great customer service
- Experienced working with racially, ethnically, and politically diverse groups
- Willing and eager quick-learner
- Experience with public speaking, and representation of an organization in a public setting
- Word processing/typing at above 50 words per minute

## **EDUCATION**

**Bachelor of Arts:** Political Science, University of Michigan, Ann Arbor, MI (2008)

## **EXPERIENCE**

### **MGM Solutions, Bellingham, Washington**

**July 2012 to December 2013**

#### **Account Manager - Sales**

Provide high level customer service by responding to valued customer requests for information, special pricing and developing relationships by maintaining contact with customers to determine needs and suggestions for future purchasing. Maintain web ordering services for POSGuys.com, POSMicro.com and TotalBarcode.com. Responsible for continually making fraud checks for both phone and online orders. Research and maintain knowledge of computers, hardware and software platforms for business, warehouses, and manufacturing operations. Operate online chat features for corresponding MGM DBA websites to answer prospective customer questions and create return customers. Employed advanced customer relations techniques for upset customers or issues with returns.

### **Family Video, Adrian, Michigan**

**July 2011 to September 2011**

#### **Manager in Training**

Responsible for managing daily shift operations while training to independently operate store. Train new employees at various tasks. Conduct employment interviews. Perform Open/Close accounting procedures. Respond to general hiring inquiries. Problem-solve issues with POS systems and customer accounts.

### **Saint Joseph Mercy Hospital, Ann Arbor, Michigan**

**December 2008 to January 2010**

#### **Administrative Data and Scheduling**

Provide administrative and IT assistance to the Employee Education department's Genesis Training team by: maintaining the Healthstream e-learning environment and website, entering and maintaining administrative data and training databases. Maintain training: laptops, desktops, computer classrooms, a/v equipment, classroom schedules. Coordinate with IT department and engineering department for the building of new production spaces and workspaces. Consolidate

and correct digital patient and user data across program interfaces. Instruct employees on the use of e-learning systems. Securing and setting up equipment for special events, teleconferences, corporate meetings and physician seminars.

**Volunteer Assistant Instructor for the hospitals' School at Work Program**

Responsible for making learning fun and exciting while preparing school at work students for curriculum in college in their pursuit of a healthcare professional career. Teach and assist students with basic medical terminology, remedial math, accounting procedures, and professional workplace conduct and ethics. Set up and maintain classroom, computers, and audio/visual equipment such as projectors, media playing devices, and physical props. Assist course instructor in delivery of materials, explanations, lessons, and other information to students. Fill in and conduct daily instructions for the class as needed. This was an e-learning/distance learning program.

**Barack Obama for America, Lenawee County, MI  
Volunteer Field Organizer**

**August 2008 to December 2008**

Operate and run the daily campaign operations out of the Lenawee County Democratic headquarters. Recruit and train personnel how to: interact during walks, use the data-base system to cut turf walk sheets and build canvassing scripts (Michigan Vote Builder), compile reports and statistics for campaign use, and utilize Google Docs and MS word programs. Participate in public policy discussion groups. Meet with and talk to voters about international and national issues. Coordinate and interact with other candidates and their staff for vacant local, state, and federal positions. Run and Operate local social media sites. Manage Local Area Network to account for the presence of new computers, printers, personnel during GOTV (Get Out the Vote). Make tasks fun and exciting for volunteers.

**University of Michigan, Center for Professional  
Development (CPD), Ann Arbor MI  
Production Assistant**

**September 2003 to September 2006**

Provide assistance to production managers for distance/e-learning programs by: setting up production equipment, cameras, and web-encoders for classroom taping sessions. Operate digital and vhs media recorders from one of several master control rooms. Operate master control room panels for class taping sessions, use production techniques like setting up and putting together intro/outro visualizations and fading/ side-swiping/ picture –in-picture features. Coordinate with professors and production managers to incorporate interactive learning techniques and foreign media. Maintain production equipment, facilities and assist in web maintenance of MEOnline. Compile reports from MEOnline student data for use of analysis. Coordinate and execute quality control procedures.

**Sears Roebuck & Company, Adrian, MI  
Sales Associate**

**July 2004 to August 2008**

Responsible for completing sale transactions and providing information in the Lawn & Garden and Hardware departments. Provided customer service for returns and complaints about merchandise. Assist in moving items from our back warehouse to the floor. Inform and register customers in savings card packages and store-wide sales. Perform register open and closing procedures. Develop and maintain strong customer relations techniques and practices.