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## GRACE CHLANDA

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### Skills & Abilities

- Strong Interpersonal Skills
- Customer Service and Satisfaction
- Technologically Adept
- Critical Thinking
- Easily Adaptable
- Detail Oriented

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### Personal Statement

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Each of my jobs has prioritized important qualities that have helped me grow. I perfected managing a clean and safe working environment at Silver Maple Farms, paying attention to detail at the University of Missouri-Columbia library, becoming a team with people from all walks of life at the YMCA of the Rockies, and working independently to create relationships with customers at Kraus Farms Equestrian Center. I am so thankful to have had these opportunities to refine my skills in time management, customer services, and effective teamwork. The most consistent feedback I have gotten from my employers is that I have the strongest work ethic out of anyone. I'm constantly looking for new ways to use my experience and drive to help others and be the best version of myself. I'm confident in my ability to become an asset to any team I work on.

## EXPIRIENCE (3.5 YRS+)

### SILVER MAPLE FARMS – KENNEL EMPLOYEE

MAY 2019-AUG 2019

- Developing interpersonal relationships with my team to work more efficiently and create a welcoming environment.
- Thoroughly cleaning up to 70 kennels, outdoor play areas, hallways, and the front room twice daily.
- Communicating clearly with clients to adapt our procedures to match the needs of each dog for handling, feeding, and playing.
- Addressing emergencies regarding health and safety.
- Working cooperatively with other branches of the business to increase productivity.

### ELLIS LIBRARY – PROCESSING AND PRESERVATION EMPLOYEE

JAN 2018-DEC 2018

- Cultivating strong interpersonal relationships with superiors, co-workers, and general staff.
  - Creating enclosures for fragile and rare books, repairing book spines and corners, operating machinery to add security strips to books, creating a digital footprint for incoming books, unloading new shipments, gently replacing old labels on books, and correctly labeling incoming books in a timely manner.
  - Maintaining a clean, safe, organized workplace environment for everyone.
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## **YMCA OF THE ROCKIES – CONFERENCE SET-UP AND SERVICES EMPLOYEE**

MAY 2017-AUG 2017

- Working closely with rotating teams of around 4 people.
- Maintaining meticulously clean conference spaces during a group's stay.
- Transporting and organizing up to 2,000 chairs, 15 pieces of stage, and 30 tables per meeting space with around 20 set-ups a day.
- Moving and operating heavy, complex machinery in order to sanitize hotel rooms.
- Providing customer service at all times during the day, and while delivering towels, appliances, and anything a guest might need.

## **KRAUS FARMS EQUESTRIAN CENTER – BARN ASSISTANT**

AUG 2014-AUG 2016

- Teaching students and parents about horses while assuaging their concerns, fears, and frustrations, and developing a long-standing relationship with them.
  - Going the extra mile to take time and help other staff prepare and care for the horses scheduled for trail rides.
  - Mitigating emergencies such as escaping horses and severe injuries
  - Cleaning upwards of 30 stalls, 30 water buckets, 25 saddles, 25 bridles, and 2 tack rooms daily.
  - Consistently addressing the various health concerns afflicting the lesson horses.
  - Assisting Instructors to tighten girths and get students mounted on their horses.
  - Training horses that may be problematic for students when asked.
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