

► Kelsey Hannaford

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Education

Michigan State University – Professional Writing (September 2012 - May 2016)

- Contributed to the content and process of building a webpage on the history of Michigan
- Worked with CAMP (College Assistance Migrant Program) Staff on solutions for signing their students up for health care

Foreign Language Knowledge

- Spanish: Conversational level
- Japanese: Beginner level

Work Experience

Strategic Support Associate (April 2014 – Present)

Jackson National Life (333 E. Grand River, East Lansing, MI)

Audit company records to assure records match the state, terminate appointments or producers with inactive or expired licenses, handle personal client information with sensitivity and professionalism

Shift Manager (August 2012 – April 2014)

Cosi, Inc. (301 E. Grand River, East Lansing, MI)

Supervise employees throughout closing shifts, address customer complaints, handle hundreds to thousands of dollars of daily profit

Volunteer Experience

- Youth martial arts tournament judge, July 2006-2011
- Jackson In Action volunteer (Ele's Race, Lansing Food Bank, Christmas stocking stuffing)
- Volunteers of America car auction

Skills

- Microsoft Office tools
- Mac/Apple
- Word Processing
- HTML
- Webpage Design