

Database Administrator II Database Administrator II Communications Manager Olathe, KS Highly skilled Strategic Communications professional holding a master s degree in Communication Studies seeking a Communications Specialist position. Well-versed in stakeholder analysis, strategic communications, and brand integrity. Strong experience in coaching executive teams on communication methods. Expert in crisis communication, with proven ability to solve problems under tight deadlines. Highly adept at Microsoft Office Suite with Microsoft Excel Specialist certification. Authorized to work in the US for any employer Work Experience Database Administrator II Black & Veatch - Overland Park, KS 2014 to Present Construct internal and external communication strategies for BV s Business Services team. Over the past three years, we have successfully coordinated over \$200M in construction for AT&T s New York market, earning Best in Class distinction each year. Develop spreadsheets, executive summaries, and PowerPoint presentations to communicate project statuses to BV and AT&T management. Craft crisis communication plans to maintain strong relationships with BV business partners. Communicate directly with AT&T and BV management to identify, troubleshoot, and mitigate damage of any unforeseen obstacles to construction deadlines. Prepare inter- and cross-departmental training curriculum for 30+ employees. Reporting Systems Analyst Starwood Hotels, Westin & Sheraton Crown Center - Kansas City, MO 2012 to 2014 Engineered dynamic reports to track and analyze \$30M yearly room and catering sales. Authored style guide to ensure accuracy and Starwood brand integrity for all sales contracts and agreements. Introduced training manuals to direct sales staff through conversion to new property management software. Organized weekly manager meetings to increase collaboration between departments, resulting in record-high client satisfaction scores in 2013-2014. Senior Reservations Coordinator Starwood Hotels, Westin & Sheraton Crown Center - Kansas City, MO 2011 to 2012 Supervised individual, group, and corporate reservations for 1400 room hotel complex. Answered inquiries and resolved disputes by communicating directly with customers and booking agents via telephone and email. Drafted large group proposals, confirmation letters, and conflict resolution documents in adherence with Starwood brand and style guides. Directed \$2M in Fortune 500 VIP room accommodations during the 2012 MLB All-Star

Game. Spearheaded efforts to provide emergency housing for over 300 medical professionals during inclement weather conditions in 2012. Education Master's in Communication Studies University of Kansas - Lawrence, KS May 2018 Bachelor's in Literature, Language & Writing University of Kansas - Lawrence, KS May 2015 Skills Microsoft Office (10+ years), Data Analysis (10+ years), AP Style (10+ years), Chicago Style (10+ years), MLA Style (10+ years), Speechwriting (10+ years), Copy Editing (10+ years), Copy Writing (10+ years), Relationship Management (10+ years), Document Management (10+ years), CRM (5 years), SEO (2 years), Communications (10+ years), Internal Communications (5 years), Public Relations (5 years), Excel (10+ years), Stakeholder Analysis (5 years), Public Information (5 years), Word (10+ years), Wordpress (5 years), Written Communication (10+ years), Written Correspondence (10+ years), Proofreading (10+ years), Project Management (3 years), Rhetoric (5 years), Crisis Communications (5 years), Public Relation Certifications/Licenses Microsoft Excel Specialist June 2014 to Present Microsoft Excel Specialist certification, awarded by Microsoft, Inc. Assessments Proofreading Highly Proficient February 2019 Proofreading written texts. Full results: https://share.indeedassessments.com/share_assignment/2qw-thge1rm9fft Social Media Skills Highly Proficient February 2019 Measures a candidate's ability to create content, communicate online, and build a brand's reputation. Full results: https://share.indeedassessments.com/share_assignment/ymvtgp0rrvaqzпки Problem Solving Highly Proficient February 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: https://share.indeedassessments.com/share_assignment/vtcjr82brqxvtouk Verbal Communication Expert February 2019 Measures a candidate's ability to effectively convey information when speaking. Full results: https://share.indeedassessments.com/share_assignment/iq3dioievq4nx5-v Written Communication Expert February 2019 Measures a candidate's ability to convey written information using proper grammar rules. Full results: https://share.indeedassessments.com/share_assignment/vf9u8b6kzfazyey1 Basic Spreadsheet Proficiency with Microsoft Excel Expert February 2019 Measures a candidate's knowledge of basic

Microsoft Excel techniques, including sorting, formatting, and filtering of columns or rows. Full results: https://share.indeedassessments.com/share_assignment/mxfqvcaqeppc3hah Intermediate Spreadsheet Proficiency with Microsoft Excel Expert February 2019 Measures a candidate's knowledge of intermediate Microsoft Excel techniques including effectively writing and applying conditional formulas. Full results: https://share.indeedassessments.com/share_assignment/fxvgurwo21tcib1z Critical Thinking Skills Highly Proficient February 2019 Measures a candidate s ability to use logical approaches when solving problems. Full results: https://share.indeedassessments.com/share_assignment/seim3zb1zkee7t-y Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Groups National Communications Association September 2016 to Present Whispering Prairie Press January 2017 to Present Vice President Kansas Writers' Association October 2016 to Present

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