**ERIN JACOBSEN**



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**EDUCATION**

*University of Nebraska-Lincoln*

**Bachelor of Arts** (Graduated May 2011) **Cumulative GPA:** 3.52

**Majors:** Communication Studies, International Studies, and German **Minor:** Political Science

**Study Abroad** (Spring 2009)German Language School,Deutsch in Deutschland Institute**,** Berlin, Germany

**EMPLOYMENT HISTORY**

**Substitute Teacher** December 2023- Present

*ESS with Manatee County Schools,* Manatee County, Florida

* Substitute teaching grades K-12

**Fulfillment Center Seasonal Associate** October 2022 – February 2023

*Amazon Fulfillment Center,* Ruskin, Florida

* Quickly and accurately fulfilling customer orders

**Data Services Manager** June 2012 - August 2013

*West Corporation,* Omaha, Nebraska

* Managed analysts, corresponding projects, and timelines
* Interacted with customers and providers through phone, email, and chat with organization and discretion
* Created detailed manuals and process documents for new programs and initiatives
* Worked through and troubleshot customer complaints and issues to find solutions
* Daily use of Microsoft Office, navigating and collecting information from company databases

**Retail Sales Associate** June 2011- November 2013

*Anthropologie,* Omaha, Nebraska, and Greenville, South Carolina

* Met daily sales goals and provided in person and over the phone customer service

**Variety Specialist** September 2011 - March 2012

*Hayneedle, Inc.,* Omaha, Nebraska

* Located in-depth product information by accessing multiple databases
* Organized Hayneedle merchandise on online marketplaces
* Worked to meet sales goal and provided customer service over email, phone and chat with efficiency

**Community Resident Assistant** August 2010 - May 2011

*University of Nebraska Housing*, Lincoln, Nebraska

* Facilitated, organized, and advertised for building events

**District Manager Intern** May 2010 - July 2010

*ALDI,* Olathe, Kansas

* Entered sales and employee information into company database
* Reviewed and adjusted payroll information

**Other Skills: Conversational German**