Gretchen A. Birdwell

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**Education**

**Texas Tech University** August 2013

Master of Arts in Museum Sciences

**University of Pennsylvania** May 2000

### Bachelor of Arts in English with a concentration in Twentieth Century Literature

European History Minor

**Work Experience**

Silent Wings Museum Lubbock, TX

*Collections Intern* 2013

Design, plan, research, and write text for exhibition *Columbia: A West Texas Remembrance*; collaborate and coordinate exhibit with multiple and varied organizations; update governmental loan forms; photograph and enter collections objects in collections management database; lead and assist in educational museum and special exhibition tours; research and inventory collections; assist curator and museum staff members during special events; rehouse collections’ objects in archival materials; evaluate collections’ objects’ stability and complete conditions reports

Museum of Texas Tech University Lubbock, TX

*Student Employee* 2011-2012

Assist Curator of Exhibits with exhibit installation and removal; write exhibit text for *The Year of the Girl – The Girl Scout Centennial*; build exhibit housing for *Speaking Volumes: Books & Ideas from 1260-1862*; unpack and repack traveling exhibits; move exhibit furniture; clean exhibit cases

Texas Nurses Association Austin, TX

*Administrative Assistant* 2006-2011

Assist Director of Governmental Affairs in passing statewide legislation; research legislation; research members’ records and information; run reports; responsible for all publication sales and records’ maintenance in spreadsheets and physical files; analyze sales for reports and additional printings; maintain publications inventory; maintain database of key members to contact legislators; write and send weekly legislative newsletter in two days; proofread and edit internal and external documents, including a 300-page college-level textbook under tight deadline; assist with legislative workshops; event planning; correspond with members; departmental liaison for vendors, members, and the public

Talking Book Program Austin, TX

*Reader Consultant II (Administrative Assistant III)* 2003-2005

Explain service and responsibilities to patrons; set-up patrons’ service in database; respond to patrons’ requests; compose outgoing electronic and print correspondence to patrons and applicants; develop and complete individual projects; research bibliographic information; distribute incoming electronic and print correspondence to co-workers; provide program information and discuss service with applicants; create patron files; update database; handle incoming/outgoing calls; read departmental reports and take appropriate action; data entry

Talking Book Program Austin, TX

*Reader Consultant I (Administrative Assistant II)* 2002-2003

Handle incoming calls and update patron information in database; research bibliographic information; process and compose written correspondence; perform outgoing calls to patrons regarding service; provide service information data entry

**American Heart Association** Austin, TX

###### *Administrative Assistant* 2001-2002

Teach training and information sessions; departmental liaison for vendors; manage temporary employees; run reports; assist in department’s monthly audit; process orders; update databases; answer multiple telephone lines, including an 800 number; provide information and answer questions for regional AHA offices and the public; edit articles and documents, including a national customer service guide; research and solve customers’ complaints; data entry

##### Additional Skills

### Excellent writing and verbal skills