

Anna G. Keseley

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EDUCATION

University of Missouri | Columbia, Missouri

Anticipated Graduation: May 2024

Bachelor of Health Science in Health Science

Dean's List: 7 of 7 semesters

Emphasis in Leadership and Policy

Minor in Business, Certificate in Information Systems and Technology

Cumulative GPA: 3.99/4.00

Minnetonka Vantage Health Science Program | Minnetonka, Minnesota

September 2018 – June 2019

Participated in a professional-based immersion program, providing recommendations to assisted living management for improving services.

WORK EXPERIENCE

Medica | Minnetonka, Minnesota

Scrum Master Intern

May 2023 – August 2023

- Managed day-to-day agile practices within Delivery Transformation, including being an active and engaged member of the team
- Became an expert on a PI planning tool and lead the training and ongoing support for agile teams
- Supported Scrum Masters and Release Train Engineers with reporting, metrics, and documentation within the agile teams
- Learned the agile methodology and became a certified Scrum Master and Product Owner/Manager

Edina Country Club | Edina, Minnesota

Pool Server & Bartender

May 2022 – August 2022

- Provided exceptional customer service to club members while taking multiple orders at once
- Trusted to reconcile all receipts during closing
- Kept work areas and equipment clean to ensure we remained in accordance with state law
- Lead the training of two new servers to teach procedures and policies used at the country club

The Club at Old Hawthorne | Columbia, Missouri

Dining Server & Banquet Staff

May 2021 – August 2021

- Accurately documented and effectively communicated orders to the kitchen staff
- Maintained full product knowledge of menu and specials
- Used upselling techniques to increase sales and made suggestions to members based on preferences
- Served at special events like rehearsal dinners while ensuring the guest's needs were met

Lulu's Pizzeria | Wayzata, Minnesota

Counter Server

April 2020 – August 2020

- Prepared around 50 pizzas during a shift in a fast-paced work environment
- Took orders over the phone or in person and precisely entered them into our system
- Processed payments on digital systems and handled cash
- Promptly addressed customer concerns and dissatisfaction

LEADERSHIP & ACTIVITIES

College of Health Sciences Student Council | Columbia, Missouri

Member

September 2021 – Present

- One of 40 School of Health Professions undergraduate students selected to uphold our school's values and be the source of communication between the student body and administration.
- Volunteer and participate in service events all around Columbia to better serve our community

Kappa Kappa Gamma | Columbia, Missouri

Member/Homecoming Fling Liaison

January 2021 – Present

- Organize a team of around 30 college students and lead daily practices
- Choreograph dances to be performed in front of an audience

LICENSES & CERTIFICATIONS

Certified SAFe 6 Scrum Master | Online

Scaled Agile Inc

August 2023

Certified SAFe 6 Product Owner/Product Manager | Online

Scaled Agile Inc

August 2023

Ready for SAFe | Online

Scaled Agile Inc

June 2023

SKILLS

- Proficient knowledge of Microsoft Office Suite
- Taken an extensive course on Excel
- SQL, Python, and C# experience