Ashlynn Franks

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# Education

## Current Student | Sam Houston State University

* Major: Management Information Systems
* Minor: Computing Science
* Activities: Member of TRIO SS

## past Student | Brazosport Community College

* Degree: Associates of Arts

# Certificates

* IT Specialist - Databases
* Microsoft Office expert

# Experience

**ETM| The Grove at Huntsville| November 2021-Febuary 2023**

* Aided in implementing new technologies to our offices.
* Responsible for doing tours for potential residents.
* Respond to requests from current and future residents.
* Assist in advertising the property and upcoming events through running social media.
* Promote healthy team relationships during leasing season, high stress events, and throughout daily activities.

**Counselor| The YMCA| March 2021-July 2021**

* Maintained paperwork for all children designated part of my group.
* Helped my team produce events once a week for trips or in house activities.
* Assisted parents in keeping up with our schedules and plans for the week.

**Employee| The Wilderness Golf Course| June 2019-March 2020**

* Kept a precise inventory on all product coming in and out of property.
* Worked well in a team atmosphere when setting up and running events.
* Used customer service to make golf patrons feel welcome and a part of the community.

**Dispatcher| Prather & Harlan A/C| May 2017-July 2017**

* Kept all files and customer invoices organized for easily accessibility.
* Used excellent customer service when dealing with emergencies by remaining calm and efficient.
* Aiding the technicians with proper information before sending them on sites.

# References

**Upon request**