



# Cory Quirk

Aiming to work in technical support to get involved with information technology and computer programming. In the future and in my current role, I strive to improve quality and speed in communication chains. 2018 graduate with strong background in customer service and cross-cultural work.

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📍 Minneapolis, MN

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## WORK EXPERIENCE

### Operations Representative

C.H. Robinson

04/2019 – 09/2020

Eden Prairie, MN

#### Achievements/Tasks

- Tracking shipments for the Temperature Controlled LTL Solutions branch and escalating issues internally to proper representatives for customers
- Providing technical support to carrier companies that use our mobile tracking apps, frequently obtaining updates and providing instructions in Spanish
- Processing payment, billing, and product rejection claims

### Burial Recovery Technician

Hamline University

05/2016 – 03/2019

Sites around Minnesota

#### Achievements/Tasks

- Excavated human & animal bone, plus historic & pre-contact lithic artifacts for restoration of destroyed burial sites
- Travelled for on-call overnights in St. Louis and Cass County
- Collaborated using cross-cultural respect with descendant community members & the Minnesota Indian Affairs Council
- Analyzed burial features & cataloged lab collections

### Office & Administrative Specialist

Minnesota Department of Corrections (DOC)

10/2014 – 08/2018

St. Paul, MN

#### Achievements/Tasks

- Managed an education database in coordination with administrators & teachers at 10 facilities around Minnesota
- Accounted for nearly a million student attendance hours during 4 education program years & tracked testing achievements for Department of Education grants

### Economic Affairs Committee Chair

Hamline University Student Congress

05/2016 – 05/2017

St. Paul, MN

#### Duties

- Managed weekly meetings in collaboration with our accountant for a committee of 6 that oversaw \$70k of funds for 30 student organizations
- Approved funding grants and annual budgets for students to host events on campus and attend national conferences
- Facilitated faculty & student discussion at open meetings

## EDUCATION

### B.A., Anthropology

Hamline University

09/2014 – 05/2018

St. Paul, MN

#### Courses

- Study abroad in Siem Reap, Cambodia (January 2017)
- Senior research completed with academic writing and national conference presentations
- 8 years coursework in Spanish

## SKILLS

Customer service

Technical support

Learning Python programming language

Spanish (Professional Working Proficiency)

Norwegian (Limited Working Proficiency)

Google Suite

Microsoft Office

Public speaking

Research writing

## ORGANIZATIONS

CoderDojo TC

Zero-cost computer programming experience for kids 8-17

Norway House (Minneapolis, MN)

Member of Nordstjernen young professionals planning committee