

DAVID LITHERLAND

CONTACT



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4 Albany Drive
Columbia, MO 65201

EDUCATION

UNIVERSITY OF MISSOURI
Columbia, MO

Bachelor of Arts, German
2011 - 2016, 2022

Bachelor of Arts, English
2011 - 2016, 2023

SKILLS

Languages: English and German

Magazine Writing

Copywriting Techniques

Copyediting and Proofreading

Customer Service
and Money-Handling

SEO Experience

General and Advanced
Computer Troubleshooting

3D Modeling and Printing

ACHIEVEMENTS

**MU ASTRONOMICAL
SOCIETY PRESIDENT**
2012 - 2016

**ISEF SCIENCE FAIR
COMPETITOR**
2010

EAGLE SCOUT
2010

EXPERIENCE

TEMPORARY TECHNICAL SERVICES TECHNICIAN

Columbia Public Schools
JUNE 2022 - AUGUST 2022

- Assisted and managed unboxing, setup, and imaging of new high school student laptops.
- Assisted senior technicians with various IT tasks and work orders, including technical support for teachers, installation of new audio/video equipment, setup and teardown of computer labs, and inter-school hardware logistics.
- Substituted for senior technician on health leave, and given temporary lead technician role for 3 buildings, managing incoming Technical Services work orders from teachers, office staff, and other faculty.

JUNIOR WRITER, CUSTOMER SERVICE AGENT

Missouri Star Quilt Company/Creativity, Inc.
MARCH 2017 - FEBRUARY 2022

Junior Writer:

- Created product description copy for company website, detailing relevant product information while following a style guide and brand voice for marketing purposes.
- Assisted in development of new style guides and brand voices for additional companies after acquisition, and developed multitasking schedules and skills to provide copy for multiple websites and marketing materials.
- Wrote and edited copy for digital advertisements, social media marketing material, and physical media with a dedicated team of writers, marketers, and creative designers.
- Wrote and edited creative and technical writing pieces for a hobby industry magazine with 77,000+ subscribers.

Customer Service Agent:

- Provided customer service via phone and email for retail customers for a fabric and quilting store website handling 1000+ orders per day.

SEASONAL EMPLOYEE, MIZZOU CREW ASSOCIATE

The Mizzou Store — Columbia, Missouri
AUGUST 2012 - SEPTEMBER 2014

- Worked as a cashier at several locations, and interacted with customers on a daily basis.
- Utilized money-handling and customer service skills.
- Stocked and organized textbooks, working extended hours and displayed a strong work ethic.
- Served as a customer service liaison, utilizing interpersonal skills and providing assistance whenever possible.