

# Devon Hartwick

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## **EDUCATION**

### **University of Missouri, Columbia, MO**

- Bachelor of Arts: Communication, focus area in Mediated Communication (Expected in May 2022)
- Minor in Sociology
- Multicultural Certificate
- User Experience and Usability Graduate Certificate (Expected in December 2022)

## **SKILLS**

- Customer problem resolution
- Verbal communication
- Written communication
- Proficient in Microsoft Office Suite
- Efficient at following written or verbal instructions
- Strong reading comprehension

## **EXPERIENCE**

### **Regal Cinema, Columbia, MO - *Customer Service***

09/2017 to 06/2018

- Provided customer service by selling merchandise, answering questions, and distributing product
- Reviewed tickets for authenticity and applicability to a particular event
- Greeted customers and provided friendly, knowledgeable service

### **University of Missouri Health Care, Columbia, Mo - *Nutrition Associate***

06/2018 to Present

- Reliably performed work in a variety of food production areas while following food safety standards as well as infection and PPE procedures and guidelines
- Monitored quality control procedures to guarantee delivery of menu choices
- Prepared and delivered meal trays and directly communicated with patients for satisfaction of dietary requirements