



## SUMMARY

Returning and first-generation student finishing my degree this spring. Looking for employment in academic or non-profit settings to help change policy for the betterment of all.



## EDUCATION

**History B.A. | UW-Madison College of Letters and Science**

**Digital Studies Certificate | UW-Madison College of Letters and Science**

ANTICIPATED GRADUATION DATE SPRING 2021



## EXPERIENCE

**Telephone Operator | Torcom: The Perfect Answer LLC.**

1/2020-4/16/2021

Help customers with troubleshooting, leave messages for normal business team, address concerns of frustrated customers. Learned how to work remotely as a team member. Left with positive reputation, prepared for new horizons.

**Food Retail/Catering Lead 3 | University Housing-Catering**

7/2016-2/2019

Served customers with attentiveness and positivity; printed recipes and maintained daily truck log; supervised student staff of 25+; moved heavy carts and optimized storage space; worked calmly under pressure in stressful situations

**Food Service Assistant 4 | Union South Kitchen**

7/2014-7/2016

Called clients and vendors to place orders and resolve issues; maintained temperature log and updated Excel and Word documents; trained and supervised staff; devoted to food quality



## SKILLS

- Leadership
- Communication
- Microsoft
- Adobe Creative Cloud
- Time management
- Problem-Solving



## ACTIVITIES & SERVICE

Former Union Steward and Secretary of AFSCME Local 171 (2013-2017) with clerical duties; former Representative of University Staff Congress 2014-2016, the Shared Governance Body for University and Academic Staff at UW-Madison; University Budget Committee member 2016-2018