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| Objective A inquisitive student looking to build web developer/programmer skills to utilize in the modern world. Technical Skills  * PastPerfect Museum Software * Volgistics Software * FirstPay Point of Sales Software * ArcGIS (ESRI) Software * Quick Books Data-entry Systems * HTML and Python programming languages * Office Equipment (Photocopy, Fax, Copier, etc.) * Microsoft Office Suite (Word, Excel, Outlook, etc.)  Work Experience **Historical Society of Federal Way**  *Administrator Federal Way, WA March, 2016-Current* **Duties Include… \*Administration: -**Open Society’s offices to public. – Answer/manage phone calls and emails. –File (electronic/hardcopy) documents concerning memberships, donations, and fees.  **\*Team Building:** - Brainstorm for events with Membership and Activities Coordinator to attract more volunteers, donors and/or members to the society.  **\*Sales:** –Update Membership dues on PastPerfect software. –Ushers guests into the society’s exhibits, while providing tours, handing out brochures, and offering memberships.  **\*Communicate:** - Report to supervisor of anomalies within establishment or computer. –Participate in monthly Board meetings. –Meet with facility manager for updates about security. -Mail/email/call society members about recent updates.  ***(TAM Cont.)* \*Guest Service:** –Greet guests and staff members. -Check out books from library to authorized personnel.  **\*Management:** -Time-manage multiple projects at once. –Purchase bus tickets for school tours under authorization of Department Head.  **\*Organize:** –Clean, organize and restock art studios. -File volunteer admittance documents.-Re-shelve books after public use.  **\*Problem-Solve: -**Research multiple web sources to answer sale questions.-Use public feedback questionnaires to suggest future events for museum.  **\*Team-Building: -**Assist staff in outreach programs by preparing craft activities for participants.–Meet withindividual staff members to discuss projects.–Organize/train new volunteers.  **White River Valley Museum** *Front Desk Attendant Auburn, WA Nov. 2015 –Present* **Duties Include… \*Communication**: -Confirm with supervisor on new retail merchandise and procedures.  **\*Guest Service**: -Greet guests into museum and provide information about exhibits, events, and policies. -Propose brochures, audio tours, and coupons to guests as they enter the museum.  **\*Management:** –Supervise gift store and admission desk during all open hours. –Perform opening/closing duties including unlocking/locking doors, turning on/off exhibits and unarming/arming alarms.  **\*Sales:** –Use point-of-sales (POS) software to perform cashier responsibilities. -Encourage guests to explore gift shop. -Persuade guests to buy museum membership passes.  **\*Team Building/Leadership:** –Assign tasks to volunteers. -Participate in volunteer training meetings. Volunteer *Burke Museum Seattle, WA June, 2015 – April, 2016* *Current Total Hours:* ***196:30*** **Duties Include… *\**Guest Service:** –Explain scientific procedures and standards to visitors of all ages. |  | **Museum of Flight** *Intern Seattle, WA May, 2015 – March, 2016* **Duties Include… \*Data Entry:** -Enter data into Past-Perfect Software.–Process and spine label new or donated books.  **\*Maintenance**: -Create and update library inventory via Excel.  **\*Operations:** –Use office machines to copy articles, fax messages and print book labels.  \***Organize:** –Reorganize image files in museum database. **-**Maintain organization within library via the Library of Congress classification, Dewey Decimal, and ISBN systems. -Organize technical notes and newsletters into storage.  **\*Team Building**: –Facilitate supervisors in keeping inventory of collections. -Work with supervisors to transfer donations using hand trucks. -Collaborate with volunteers on various projects.  **Tacoma Art Museum** *Practicum Tacoma, WA May, 2015 –Present* **Duties Include… \*Adapt:** -Expected to take on new assignments with new skills weekly.  **\*Analyze:** –Prepare Excel spreadsheets illustrating public feedback.  **\*Communicate:** -Communicate with Supervisor and other departments using multi-line phones.–Communicate with K-12 teachers for school tours using Outlook email.  **\*Data Entry: -**Cross reference library catalog with book inventory.–Shelf read all books and takes note of missing or damaged inventory.  ***(Burke Cont.)* \*Operations:** -Set-up/put away equipment for science table. –Update account information in Logistics Volunteer -Use power-generated tools to clean delicate bones.  **\*Data Entry:** -File invoices involving summer camp and school tours using Quick Books Software.  **\*Problem-Solving: -**Fix occasional errors in science equipment.–Research history and relevance of current project.  **\*Sales:** -Inform the public about projects the Burke is organizing for future research and their benefits. Academic Qualifications **University of Washington:** Certificate in Museum Studies (Oct. 2015 - Present) Completion Date: June, 2016  **King County Geospatial Information Systems:** Certificate in Advance ArcGIS (Dec. 2014 – January. 2015)  **Washington State University:** BA Anthropology G.P.A: 3.38 Minor in Sociology/Psychology (August, 2012 – May, 2014)  **Green River Community College:** AA (Honors) General Arts GPA: 3.8 (June, 2010 – June, 2012)  **Auburn High School:** Diploma/Honors (Sept. 2006 – June, 2010) Personal Skills  * Self motivator /team player * Able to delegate tasks among employees based on each teammate’s strengths and weaknesses. * Constantly engaging into new roles. * Appreciates feedback on work. * Friendly, informative demeanor with public. * Excellent research and IT skills. * Pleasant, punctual, and patient * A problem-solver who thinks outside to box. * Critical attention to detail. * Knowledgeable of gift and donation process. |

References

**Janet Wells**

**White River Valley Museum - Volunteer and Facility Coordinator**

**Current Job Supervisor**

Direct: (253) 804-5010

Office: (253) 288-7433

Email: [jwells@auburnwa.gov](mailto:jwells@auburnwa.gov) (Preferable)

**Meredith Lowe Prather**

**Museum of Flight – Head Librarian**

**Previous Internship Supervisor**

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**Britt Board**

**Tacoma Art Museum – Community Engagement Manager**

**Current Practicum Supervisor**

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