

**Meg Gilbertson**  
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## Summary

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A hard-working, adaptable and energetic individual who is intrinsically motivated, creative, fun loving, and outgoing. Works well in teams, but also strives for individual excellence.

## Education

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BA in **Science, Technology & Society**, Minors in **Spanish** and **Chemistry**  
University of Puget Sound, Tacoma, WA  
3.64/4.0 GPA  
Coolidge Otis Chapman Honors Program

May 2014

## Recent Work Experience

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### Customer Engagement Representative, Premium Support Team

Jun 2014 - Present

- *SurveyMonkey, Portland Office*
- Cultivate and maintain expert knowledge of all aspects of the SurveyMonkey and FluidSurveys products in order to respond to Enterprise user inquiries via phone and email in a timely, accurate, and engaged manner
- Work on projects to enhance support interactions for top-tier customers and relay customer feedback to the larger team in order to improve user experience

### Tour Guide

2012 – 2014

- *Campus Visit Program, University of Puget Sound, Tacoma*
- Represented and communicated the Puget Sound experience to prospective students and families

### Local Media Intern

May 2012 - Aug 2012

- *Rubin Postaer and Associates, Portland Office*
- Assisted local media buyers by managing advertising spot buys through invoice entry and payment, discrepancy management, and report compilation
- Learned about the media and advertising industries through interaction with clients and professional colleagues in office and event settings

### Sales Associate/Manager

2011 - 2012

- *beth&maggie boutique, Happy Valley*
- Worked with customers, management, and part-time employees to provide a quality shopping experience in small, upscale boutique
- Responsible for managing opening and closing duties, delegating store duties to Sales Associates, store presentation, local advertising, and merchandise orders
- Added incoming orders to inventory management system and participated in compiling orders based on perceived desires of customer base

## Activities

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### Track and Field, Cross Country at University of Puget Sound, Tacoma, WA

2010 - 2014

Varsity Team Member, Team Captain 2013  
School Record Holder 4x400m Relay (3:53.75)

### Alpha Phi – Gamma Zeta Chapter

2011 - 2014

Panhellenic Council Vice President, Director of Public Relations 2013  
Order of Omega Honors Society 2013 -2014

### ILACA Granada Semester abroad in Granada, Spain

Aug 2012 - Dec 2012

Passed DELE exam at B1 level