

Education:

2015-2017	Bachelor of Science Business Administration-Marketing Minor , <i>Lewis-Clark State College</i>
2018-2020	Bachelor of Science Web Design & Development , <i>Lewis-Clark State College</i>
2015-2017	Associate of Arts Liberal Arts , <i>Lewis-Clark State College</i>
2013-2015	Associate of Science Business Administration , <i>North Idaho College</i>

Experience:

August 2016-Present	Customer Service/Marketing , <i>SURVIVE!, LLC</i>	Kellogg, ID
<ul style="list-style-type: none">○ Responsible for maintaining a high level of professionalism with customers○ Maintain all social media accounts, company newsletter, and blog○ Coordinate and manage promotional and advertising activities○ Update and maintain company website○ Answer incoming customer calls and emails regarding billing issues, product problems, order inquiries, service questions, and general customer concerns○ Packing and shipment of customer orders		
March 2017-present	Seasonal Server , <i>The Fainting Goat (Casual Fine Dining)</i>	Wallace, ID
<ul style="list-style-type: none">○ Served guests, prepared checks, and collected payment all while providing a positive, memorable dining experience○ Obtained extensive wine and beer knowledge and provided presentations and recommendations to discerning clientele○ Maintained detailed knowledge of menu items and ingredients to drive sales○ Collaborated with the kitchen through POS and verbally to maximize customer satisfaction○ Maintained clean and sanitary work areas and tables○ Anticipated and fulfilled guest needs and requests○ Served several tables and large parties efficiently		
August 2012-June 2016	Restaurant Manager , <i>Hill Street Depot (Pub)</i>	Kellogg, ID
<ul style="list-style-type: none">○ Supervised and implemented potential profit increases○ Coordinated promotional events for the business○ Organized staff schedules○ Encouraged productivity of personnel○ Managed, and worked alongside, kitchen and wait staff○ Placed food and beverage orders		

Skills/Proficiencies:

- Microsoft Office (Word, Excel, PowerPoint, Access) and other office skills
- Accounting/bookkeeping/QuickBooks
- Basic knowledge of HTML and CSS
- Multi-tasker, professional, customer oriented
- Teach, train, mentor, instruct others
- Human resources and scheduling
- Developing and managing marketing activities and event

