



KATHRYN FORTNER



971.998.6188



kfortner@uoregon.edu



kathrynfortner.com



LANGUAGES

English



Spanish



TECHNICAL SKILLS

Photoshop



InDesign



CSS/HTML



JavaScript



PHP



My SQL



WORK EXPERIENCE

UO ATHLETIC DEPARTMENT

JUNE 2015 - PRESENT

MARKETING + GRAPHIC DESIGN INTERN

Assist the marketing and promotions staff in all aspects of daily operations, with aim to increase ticket sales/event attendance and deliver an unparalleled fan experience.

- Design graphics for upcoming sporting events, social media content, and fulfillment of other department requests.
- Attend majority of sporting events while organizing and implementing promotional events, distributing printed materials, service department sponsors.
- Deliver excellent customer service to performing groups and fans.

UO ATHLETIC DEPARTMENT

OCT 2014 - PRESENT

FRONT DESK RECEPTIONIST

Assist athletic department with office functions with primary focus on customer service, fan engagement, and upholding the exceptional Oregon Ducks brand.

- Greet visitors/fans and direct them to the appropriate department personnel or section.
- Respond to fan emails including requests, complaints, and general feedback.
- Schedule meetings and maintain conference rooms.
- Organize and distribute department mail, as well as handle FedEx/UPS requests.
- Conduct facility tours to fans and major donors, offering proficient facility history and information.

PIER 1 IMPORTS

JULY 2014 - JUNE 2015

SALES ASSOCIATE

Maximize sales and customer retention through appropriate upselling, while maintaining the positive Pier 1 reputation.

- Provided excellent customer service, in person and over the phone.
- Delivered proficient merchandise knowledge.
- Operated cash register purchases, phone orders, credit card registration, item holds, and inventory look-ups.



EDUCATION

UNIVERSITY OF OREGON

SEPT 2013 - JUNE 2017

Bachelor of Science

Major: Business Administration with concentration in Marketing

Minors: Spanish, Computer Information Technology

Member of National Society of Collegiate Scholars