

**Mackenzie Garrett**  
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## EDUCATION

### UNIVERSITY OF MICHIGAN

**Ann Arbor, MI**

*BA Communication Studies*

*May 2017*

*3.51/4.00*

### Honors/Awards

University honors for 6/7 semesters

Awarded membership into The National Society of Collegiate Scholars

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## EXPERIENCE

### F5 NETWORKS

**Seattle, WA**

*Served two consecutive years as a summer intern for the company's marketing and communication department.*

*Balanced multiple projects in a fast-paced office environment. Gained wide-ranging experience working in an office.*

#### Marketing Intern

*May 2016 – August 2016*

- Utilized Wrike SaaS system for project management and collaboration
- Created, edited, and maintained Marketo campaigns – a marketing automation software
- Created Marketing page on the company's new intranet site via SharePoint 365
- Expanded and managed customer database through Salesforce and Marketo SaaS systems

#### Marketing and Communications Intern

*May 2015 - August 2015*

- Created and revised Excel spreadsheets for the Public Relations team in order to facilitate more efficient tracking of executive team public speaking opportunities
- Researched key analysts in order to prepare the Analyst Relations team for annual global user conference event
- Contributed to the design of F5's public online newsroom by creating headlines and images on the blog's homepage

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### MICHIGAN UNION TICKET OFFICE

**Ann Arbor, MI**

*Worked two consecutive years in the ticket office as an agent and was promoted to student manager within one year.*

*Expected to think and act quickly at on-campus events with troubleshooting and unanticipated issues. Led a team of 5 ticket agents.*

#### Student Manager

*March 2015-Present*

- Supervised multiple ticket agents at on-campus shows and managing all Box Office operations
- Performed daily managerial duties, including generating reports for clients, overseeing office mailing, delegating tasks and responsibilities, and performing inventories of consignment items
- Maintained all of my managerial duties in addition to all ticket agent responsibilities

#### Ticket Agent

*August 2014-March 2015*

- Conducted phone and in-person sales, and provided exceptional customer service
- Worked in multiple box-offices at different campus venues selling tickets and troubleshooting any issues

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## MEMBERSHIPS

**Big Ticket Productions** - *Active Member; Marketing Team*

January 2015-Present

**WOLV-TV** - *Active Member of Production Team*

Sep 2015-Present

**Habitat for Humanity** – *Active Member; 2015 Ft. Lauderdale Mission Trip*

Sep 2014-Present

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## SKILLS

HTML | CSS | Microsoft Office | Written Communication | Adobe Photoshop/InDesign | Google Analytics | Python