

Mackenzie Garrett
(586) 242-4372 | mackenzieagarrett.com | gmackenz@umich.edu
1133 White St., Ann Arbor, MI 48104

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

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

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

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

SKILLS

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