



MARY OUTLAND

CONTACT:



804.432.8860



marykoutland@gmail.com



linkedin.com/in/maryoutland

EDUCATION:

B.S. in Communications, Public Relations
Minor: Computer Information Systems
James Madison University
Harrisonburg, VA
GPA: 3.49

May 2015

Study Abroad, Semester at Sea
University of Virginia

Summer 2013

WORK EXPERIENCE:

GENWORTH FINANCIAL

Marketing and Account Management Intern

May 2014 – Aug. 2014, Dec. 2014 – Jan. 2015

Richmond, VA

- Developed an automated process for providing client policy documents using an integrated tools and software platform
- Designed a one-page client reference guide outlining long-term care insurance
- Managed and updated a database consisting of current policyholder information and plan details

JAMES MADISON UNIVERSITY RECREATION (UREC)

Member Services Assistant

Aug. 2012 – May 2014

Harrisonburg, VA

- Ensured customer service by greeting each participant and assisting with any questions or concerns
- Managed program registration and equipment rentals for participants

WESTVIEW ON THE JAMES SUMMER CAMP

Senior Counselor

May 2012 – Aug. 2012

Goochland, VA

- Created and supervised activities focused on developing teamwork skills
- Employed lifeguard certification by leading watersport activities

MOSAIC CAFÉ

Hostess

May 2011 – April 2012

Richmond, VA

- Greeted customers and served as an intermediary between customers and servers
- Handled reservations and customers' issues in a fast-paced environment
- Utilized the OpenTable seating chart to manage space and personnel resources

CLEAR CHANNEL COMMUNICATIONS

Marketing Intern

June 2010 – Aug. 2010

Richmond, VA

- Publicized local radio stations at community events
- Contacted potential clients to schedule and coordinate sales meetings

TECHNICAL SKILLS:

Microsoft Word
Microsoft PowerPoint
Microsoft Excel
Microsoft SharePoint
Microsoft Access
Microsoft Visio
Microsoft Outlook
Microsoft Project
Microsoft SQL Server
Microsoft Visual Basic

LEADERSHIP, HONORS & ACTIVITIES:

International Association of Business Communicators Oct. 2013 – May 2015
Vice President of Member Relations

Dean's List Seven Semesters

Panhellenic Council Nov. 2013 – Dec. 2014
Vice President of Judicial

Public Relations Student Society of America Sept. 2013 – May 2015
Member

Kappa Alpha Theta Sorority Sept. 2011 – May 2015
Member