

# Shannon Silver

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## PROFESSIONAL SUMMARY

Well-rounded professional with two years of data entry and customer service experience. Dedicated to increasing efficiency of the workplace and passionate about promoting teamwork. Proficient in utilizing computer applications including Microsoft Word and Excel. Skills include:

- Biological Sciences
- Motivated Self-Starter
- Teamwork
- Efficient
- Organized
- Dedicated
- Problem Solver
- Passion for Technology
- Computer Literate
- Types 82 Words Per Minute

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## PROFESSIONAL EXPERIENCE

### Data Entry, Communications Intern

*Association for Advancing Automation*

May 2016–August 2017

Ann Arbor, MI

- Maintained one thousand membership records for participating companies by utilizing software databases.
- Updated software with current membership contacts to ensure that all information was up to date and accurate.
- Researched contacts for association membership dues.
- Collaborated with marketing managers about membership contacts for upcoming trade shows.

### Resident Director

*Hannah Lofts & Townhomes*

July 2014–October 2015

East Lansing, MI

- Initiated, coordinated, and participated in recruiting activities to increase lease signage.
- Assisted in development of staff by training new employees to properly assist residents and ensure the efficiency of complex processes.
- Conducted leasing and marketing activities for prospects from first contact through lease execution.
- Prepared and assisted in preparation of annual operating and capital budgets.
- Coordinated and participated in residence life programming to increase resident satisfaction.
- Resolved and mediated conflicts between residents by acting as a mediator and utilizing conflict resolution skills to ensure that the conflict was addressed in a quick and professional manner.

### Kennel Staff

*Brighton Animal Hospital*

April 2010–August 2013

Brighton, MI

- Provided veterinary assistance by completing daily operations of the animal hospital such as disinfecting cages, maintaining exam rooms, restocking supplies, disinfecting instruments, and calming animals.
- Utilized data entry skills in order to maintain medical histories for patients.

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## EDUCATION

### Human Biology, B.S., Nutritional Science Minor

Michigan State University

2012-2016

### Naturopathic Doctor Program

Bastyr University

2016-2018

### Full-Stack Coding Bootcamp

University of Washington

2018-2019