

## **Shannon Burke**

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### **Summary of Qualifications**

- Ability to work individually and contribute to a team
- Excellent customer service and people skills
- 4+ years experience of handling guest inquiries

### **Professional Experience**

**Retail Associate/Cashier** - Goodwill Industries of Southeastern Wisconsin, Inc. 1551 N Dryden Ave, Arlington Heights, IL 60004 - (May 2022 - Aug 2022)

- Provide a positive customer experience in a timely, friendly, and efficient manner
- Perform duties of maintaining cash register and restocking and organizing racks
- Assist customers with inquiries they may have
- Work with fellow team members to achieve target store goals

**Guest Service Representative** - Arlington International Racecourse, Arlington Heights, IL - (May 2017 - August 2021)

- Meet and greet guests and respond to guest inquiries, requests, and issues in a timely, friendly, and efficient manner
- Perform tasks as delegated by Guest Services Manager, when assigned to cooler checking, ticket scanning, guest seating, wheelchair assistance, training new team members, and/or any other requested tasks
- Ensure a positive environment for all guests and team members

**ISU Dining Employee - Cashier/Stocker/Food Prep**, Ames, IA - (January 2020 - March 2020)

- Perform duties of maintaining cash register, stocking and replenishing groceries, slicing meat, and cleaning pots and pans
- Assist customers with inquiries they may have
- Uphold a positive environment and treat everyone with respect, tolerance, and compassion

### **Education**

**Illinois State University**, Normal, IL

School of Information Technology | Bachelor of Science in Information Systems: Web Application Development

Expected Graduation: May 2023

**Iowa State University**, Ames, IA

College of Engineering | Bachelor of Science in Software Engineering

Transferred Fall 2020

### **Activities**

**Iowa State University**

- Program for Women in Science and Engineering, Student | September 2019 - March 2020