

## **Susannah Will**

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### **Summary**

Skilled multitasker with superior work ethic and good teamwork, problem-solving and organizational skills. Reliable and dedicated team player with a hardworking and resourceful approach. Passionate about the fields of journalism and media. Open to criticism as a means of improvement. Driven and focused on producing truthful and enticing stories.

### **Skills**

Project Management, Strong Communication Skills, Open Minded, Team Player, Editing, Filming, Interviewing, Customer Service, Organizational skills, Social Media Skills

### **Education**

Major: Multimedia Journalism

Salisbury University • Salisbury, Maryland

05/2022

Received the Merit Scholarship in 2019

Member of SUTV, The Flyer, Club Soccer, and Communications Honors Society

Worked with students from Hong Kong Baptist University to produce a documentary

Written, filmed, edited, and produced my news packages

### **Experience**

Social Media Manager

Bagel Bakery Café • Salisbury, MD

01/2022 - Present

Post 3x a week on Instagram and Facebook

Created a TikTok account for the company

Edited videos and pictures for the website and social media

Redesign Website/ Online menus

Respond to comments and follows

Create posts about upcoming specials and deals

Respond to reviews on PopMenu and Google Reviews

Use Canva to design graphics for posts

### Shift Leader

Playa Bowls • Salisbury, MD

09/2021 - Present

- Mediate conflicts between employees
- Generate reports for management review
- Monitor front and back of store/restaurant for operational efficiency
- Check register for cash and charge totals at the beginning and end of each shift
- Check-in with customers regularly to ensure satisfaction
- Train employees
- Supervise busy shifts with employees

### Package Handler/Sorter

FedEx Ground • Hagerstown, Maryland

05/2020 - 08/2020

- Use scanners and other tracking software for maximized efficiency
- Oversee the fast-paced receiving dock for FedEx Ground
- Carefully loaded, transported, and unloaded boxes weighing up to sixty pounds each
- Receive, unload, and unpack merchandise
- Maintain accurate inventory records and properly dispose of damaged materials
- Ensure packing labels are clear and correct

### Waitress, Hostess, and Cashier

Friendly's Diner • Hagerstown, Maryland

06/2017 - 10/2018

- Play an integral role in customer service and overall sales numbers
- Greeted and sat customers
- Took food and drink orders
- Cash-out customers at the end of meals
- Bussed tables to keep sections clean
- Aided in customer complaints to create a positive outcome

### Hostess

Guidos Burritos • Ocean City, Maryland

05/2021 - 09/2021

- Develop relationships with regular customers to promote top customer service standards
- Carefully managed reservation schedule and balanced seating capacity with available staff to ensure the optimal customer experience
- Escort customers to their tables, bringing menus, silverware, and water
- Calculate estimated wait times based on length of the waitlist, available tables, and workload of staff and communicate clearly to customers

Multi-tasked in a fast-paced environment, checking on tables regularly to address any customer needs

Keep host stand tidy to reflect cleanliness and organization of restaurant to incoming guests

### IT Internship

Washington County Board of Education • Hagerstown, Maryland

05/2019 - 08/2019

Update database electronically to include new information and findings

Reset iPads and Mac computers for the entire county (K-12)

Trained both board and school officials in Apple technology

Cleaned and stored iPads for all schools throughout the county

Kept record of iPads and other Apple Products through serial numbers

### Court Monitor

Sky Zone • Hagerstown, Maryland

09/2018 - 05/2019

Check credentials for all entrants

Ensured customer safety

Cleaned trampolines and front desk

Alerted managers and the owner if an injury occurred

Engaged with customers (running dodgeball games, dressing up for "toddler time")

### Outdoor/Event Staff

Dulles Golf Center and Sports Park • Dulles, Virginia

04/2014 - 10/2017

Monitored miniature golf and batting cages

Set up the park for company events

Ran welcome desk for guests to check-in

Answered phone in the pro shop

Ran the cash register in the pro shop

Answered phone in the pro shop

Aided in customer complaints to produce a positive outcome