

Heather Harsvick
18155 E. Milan Pl.
Aurora Colorado 80013
(720) 552-1560

Dear Sir/Madame,

I recently graduated from Metropolitan State University of Denver with a Bachelor Degree in Criminal Justice/Criminology with a minor in Sociology. I am driven to achieve excellence with everything I do and look forward to hearing from you soon.

Sincerely,

Heather Harsvick

Qualifications:

- Dedicated ethic toward positive customer service relations with external and internal staff.
- Microsoft office product experience.
- Experience as a lifeguard afforded me the ability to react quickly and to keep up in a fast paced environment.
- Enjoy working with the public and understand the benefits of customer service excellence.

Education:

- Metropolitan State College of Denver 2011 to May 2014, Bachelor's Degree in Criminal Justice
- University of Northern Colorado 2010-2011, Started out general credits for Bachelor Degree
- Smoky Hill High School 2006-2010, High School Diploma achieved

Employment:

June 2012 to present

Swim instructor and lifeguard at Dolphinz Swim School

Duties:

- Teach swim lessons to all ages
- Communicate with parents as well as children
- Respond to emergency situations
- Keeping the building clean
- Maintaining lifeguard. CPR and AED and first aid certifications
- Work the front desk
- Communicate information with parents/ guardians
- Register clients in an efficient manner
- Work in Microsoft Excel
- Familiar with Jackrabbit schedule system
- Charge clients for items purchased or for monthly tuition

April 2012 to June 2012

Sales associate at At The Beach Tanning Superstore

Duties:

- Get customers set up in tanning bed or UV free tanning
- Sell product as well as memberships
- Clean entire store

February 2010 to April 6, 2012

Lifeguard at Trails Recreation Center

Duties:

- Maintain a safe swimming environment for patrons
- Respond to emergency situations in the recreation center
- First aid
- Cleaning the pool deck, drains, windows, and office
- Maintain and keep up with the lifeguard/CPR and AED and first aid certifications

Volunteer Work:

Rampart Search and Rescue

- Duties:
 - Train with the search and rescue dogs weekly for search and rescue activities
 - Continuing education with the National Weather Service, Federal Government, Police agencies, and Alzheimer's Associations

FEMA Certification

- Duties:
 - Incident command for mass disaster
 - Mock mass disaster simulations

Capitol Hill

- Duties:
 - Coordinate meal plans
 - Help in preparing and transporting food
 - Feeding the homeless in the Capitol Hill area of Denver, Colorado

References:

- Scott Nelson, Pharmacy Compliance Manager, Kaiser Permanente, 303-680-2571
- Rachel Drew-Bell, Manager, Dolphinz Swim School, 949-212-2972
- Jayleen Cantrell, Owner of Front Range Recreation and Dolphinz Swim School, 720-436-8594