

SAMANTHA SCHUTTINGER

2906 Granada Hills Drive, Columbus, Ohio 43231
(614) 519-2768 ~ Samantha.Schuttinger@coyotes.usd.edu

Objective

Seeking a Marketing Internship where my bold creativity, vast business knowledge, and public relations skills can be utilized to assist in improving the company through driving demand, addressing consumer landscapes, and building loyalty programs

Summary of Qualifications

- Experienced with coordinating multiple departments, international corporate groups, and private organizations to resolve customer service issues and ensure client satisfaction
- Educated about business procedures, creating business documents, and organizing multiple projects at the same time on a deadline
- Handled cash and collected payment for charges on guest folios
- Trained and motivated new employees to complete tasks efficiently and promptly
- Interacted professionally as part of a team

Education

University of South Dakota, Vermillion, South Dakota Expected Graduation: May 2017
Bachelors in Business Marketing with Accounting and Finance Specialization
GPA in major 3.3 (4.0 = A)

Work Experience

Desk Agent, Madden's Resort on Gull Lake, Brainerd, Minnesota May 2014-August 2014

- Coordinated with all resort departments to insure client needs were met accurately and promptly
- Verified correct charges and credits were posted to the corresponding guest folios and collected payments
- Ensured the cash drawers totaled \$600 before and after shifts, making cash drops when necessary
- Resolved guest complaints and responded to guest inquiries in person, via email, and over the telephone

Lifeguard Supervisor, Hastings Water Works, Columbus, Ohio

May 2013-August 2013

- Monitored activities at the pool to prevent injury and responded to emergencies in a professional and efficient manner
- Calculated Chlorine and PH levels of the water, recorded readings, and chemically corrected the pools when necessary
- Inspected facilities for cleanliness and preformed necessary cleaning and maintenance work
- Cautioned swimmers regarding unsafe practices and safety hazards when on, in, or around the pool

Swim Coach, Lifetime Fitness-Easton, Columbus, Ohio

May 2011-August 2012

- Promoted to Swim Coach position from a USwim Instructor in May 2012 due to my vast knowledge of safety skills, competitive swimming background, and customer service experience
- Communicated with the Aquatics Department Head and parents about each athlete's progress and the direction of the team as a whole
- Created schedules and developed creative and beneficial workouts that incorporated new ways to educate swimmers on USA swimming regulations and meet procedures
- Instructed athletes in technique development, healthy living, and safety skills

Honors and Awards

- Athletic Scholarship-Swimming
- Coyote Commitment Scholarship
- Coyotes Cup Winner for Academic, Spirit, and Volunteer Achievements

Activities

- Women's Swim Team Travel Athlete for The University of South Dakota
- Special Olympics Swimming Coach
- Private College Student Meal Preparer
- Colleges Against Cancer Member