

Alanna Robertson-Webb

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WORK EXPERIENCE

Temp Data Entry Clerk

JP Morgan and Chase - Binghamton, NY -

2018-03 - 2018-04

I worked for the state of New York via JP.M.C.

- Processed incoming tax checks
- Quality checked all files
- Organized incoming files to ensure correct filing

Call Center Reservationist

Mohegan Sun Casino -

2017 - 2018

- Assisted guests over the phone with booking show, event and giveaway tickets
- Booked/cancelled hotel reservations via LMS
- Booked/cancelled limo reservations via Livery
- Booked/cancelled event seating reservations via RSVip
- Booked external (partner) hotel reservations via Passkey
- Properly addressed patron complaints and questions
- Processed Credit Card Authorization forms
- Maintained and added guest data in GUI
- Adhered to patron confidentiality protocol

Publications Assistant

Grey Paw Productions -

2016 - 2018

- Collaborated with the company owner to update, design and promote the website via social media
- Attended social functions with the owner and assisted with equipment setup and cleanup
- Scheduled upcoming events
- Attended team building exercises
- Micro-managed a small team
- Addressed customer inquiries

Production Assistant

Sheridan Journal Services -

2015 - 2017

- Ensured integrity of data for incoming and outgoing materials
- Reviewed and provided Feedback regarding manuscript preparation
- Pre-edited manuscripts and performed quality checks
- Coordinated manuscripts to/from copyeditors (i.e. scheduling, query responding, tracking and invoicing)
- Recorded, transcribed and distributed meeting minutes
- Monitored production schedules for manuscript stages
- Resolved any issues brought up by coworkers, authors or customers
- Maintained good communications and relations with authors and customers
- Sent out daily electronic and hard copy correspondence
- Checked products for compliance with journal specifications
- Trained other new hires

Intern

Vermont Life Magazine -

2015 - 2015

- Archived original magazine issues dating back to the 1940's
- Converted the hard copies to digital format
- Compiled lists of potential advertisers and spoke with them regarding deadlines and various graphics details
- Miscellaneous file management tasks

Assistant Head

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2014 - 2015

of Design for Norwich's literary journal 'The Chameleon'

- Oversaw the creation of the journal covers
- Set the photo layouts
- chose the journal font and border designs
- Oversaw the binding of hard copy deliverables
- Assisted with selecting the front/back cover images, fonts and title phrasing

Copyeditor for 'The Chameleon'

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2014 - 2015

- Assisted the head editor with selecting which submissions should be published
- Editing said submissions so that they had proper grammar, punctuation and journal style

● 2014: Was selected to be published in the national journal 'Mind Murals' for a short fiction piece.

Copy editor, layout designer & journalist

Guidon -

2012 - 2014

for the Norwich newspaper 'The
Guidon'

- Interviewed sources
- set the newspaper layout via InDesign software
- Edited articles for proper grammar/punctuation
- Coordinated delivery/sales of hard copies

Writing samples, employment references and character references available upon request

EDUCATION

B.A. in English

Norwich University

Associate in Communications

Norwich University

SKILLS

TEAM BUILDING, GRAPHICAL USER INTERFACE, GUI, LEARNING MANAGEMENT SYSTEM, LMS

ADDITIONAL INFORMATION

SKILLS

- Microsoft Office Suite
- LMS/GUI/Livery/RSVip/Passkey
- Adobe Acrobat
- Database Management/Data entry
- Editorial/critiquing
- Very strong written and verbal communication
- Customer service
- Team building
- BrainWave
- POS systems