

# Ivana Leskanich

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## Education

Colorado State University

*August 2012 – May 2016* Bachelor of Arts in English Literature and French Language, Literature, and Cultures (double major)

- Graduated Cum Laude (overall GPA: 3.8).
- Awarded for Outstanding Achievement in my French major by the Languages, Literatures, and Cultures department.
- Won 1st and 3rd place in two separate writing divisions in CSU's "Celebrate Undergraduate Research and Creativity" competition (once in 2015 and once in 2016). One was a scholarly essay on Shakespeare's *Hamlet* and the other was a work of creative fiction, "Reynardine," which was also published in the 2016 *Scythe Prize*.
- Was offered the prestigious Smith-Schamberger Literature Fellowship on condition of enrollment in CSU's English Literature M.A. program.
- Became a member of the National Society of Collegiate Scholars and Alpha Lambda Delta Honor Society.

## Employment Experience

Council of Europe

| Sarajevo, Bosnia and Herzegovina

Internship *June 2017 – August 2017*

- Assisted the Head of Office and Deputy Head of Office by closely researching and reporting on political phenomena, laws and their application in various cases, and Council of Europe institutions.
- Composed outlines and background papers for speeches in conferences.
- Drafted reports and compiled presentations of national events and issues that are being treated by several international organizations, NGOs, and political parties in BiH.
- Contributed help in office administrative tasks such as filing invoices, proofreading and translating documents from English to Bosnian, compiling financial reports in Excel, and greeting visitors.

Hach

| Loveland, Colorado, USA

Customer Support Representative III *October 2016 – May 2017*

## Ivana Leskanich



- Job responsibilities included order management via phone and email, responding to customer inquiries regarding products, orders, and returns, and resolving customer complaints/ dissatisfaction.
- Gained expertise in Oracle, Microsoft Office, and knowledge regarding Hach products (chemicals and instruments). Also gained proficiency in various financial and administrative procedures.
- Initially began in a contract position but was then fully hired on by Hach within 3 months.

### Colorado State University Writing Center

| Fort Collins, CO, USA

#### Writing Consultant *August 2015 – May 2016*

- Collaborated with numerous university students and young professionals in one-on-one consultations to critique their written work and provide helpful suggestions that would improve the client's writing abilities.
- Regularly presented an overview/ sales pitch of the Writing Center throughout university classes in order to attract new clients.
- Participated in weekly professional development meetings to brainstorm effective consulting strategies and receive additional training.

## Volunteer experience

Colorado State University French Club | Fort Collins, CO, USA

#### Social Media Manager and Social Chair *August 2015 – May 2016*

- Contributed in organizing and publicizing various club events, participated in weekly meetings, and regularly posted updates for the club on social media platforms.

Colorado State University | Fort Collins, CO, USA

#### Volunteer French Language Tutor *August 2014 – May 2016*

- Responded to undergraduate students' concerns about the French language and worked in partnership with them to overcome any learning difficulties they were experiencing.

## Skills

- Writing & editing
- Research & analysis
- French
- Croatian
- Customer service
- Communications & creativity
- Organization & administration