

Summary

Professional experience working in fast-paced environments demanding strong organizational, technical, and interpersonal skills. Highly trustworthy, ethical, and discreet; committed to superior customer service. Confident and poised in interactions with individuals at all levels. Detail-oriented and resourceful in completing projects; able to multi-task effectively.

Summary of Qualifications

- Proficiency in developing excellent relationships, with coworkers and clients.
- Exceptionally organized with great ability to work on multiple projects at once.
- Strong Excel, PowerPoint, and Access skills.
- Excellent interpersonal and organizational skills.
- Exceptional flexibility and ability to work independently and in a team.
- Outstanding communications, both oral and written skills.

Education

7/2011-7/2012 **Ashford University**
M.A. in Organizational Management
Specialization in Human Resources

8/2005-5/2009 **James Madison University**
B.S. in Communications, Public Relations
Minor in Human Resource Development

Professional Experience

4/2011- 7/2012 **Bridgepoint Education, Ashford University** Denver, CO
Lead Student Advisor

- Provide leadership in conjunction with Student Services Manager by assist in training, coaching, mentoring of new hires and existing advisors.
- Assist team members by accurately forecasting production.
- Facilitate team meetings.
- Communicate ideas for policy and procedure improvements that create greater efficiency.
- Evaluate student requests, identify issues, determine appropriate means for resolution, and field calls when escalated student issues exist.
- Maintain a working knowledge of Federal, State and Institutional Policies governing Title IV student aid programs.
- Promoted to the Lead position after being at the company for six months.

11/2010 – 4/2011 **Urban Lights** Denver, CO
Weekend Receptionist

- Answer phones and greet visitors while performing data entry, filing, typing documents, and other miscellaneous clerical tasks.
- Assist Accounting with imputing, scanning, and filing invoices.

3/2010 – 4/2011 **Isaacson Rosenbaum P.C.** Denver, CO
Facility and Service Assistant/Marketing Assistant

- Work with other members of the service department to provide help with reception duties, handle mail flow, clean, manage catering, research costs for goods or services, monitor budget, order supplies, and maintain the office needs.
- Working alongside the Marketing department to perform website updates, assemble marketing packets, event coordination and implementation, assistance with internal & external marketing materials, mailings and email blasts, directory listings, Power Point & Excel presentations, market research, database assistance, and general assistance to the Marketing Director.
- Assisting Human Resources with managing a database to documenting potential employees and new hires and sending out response letters.

- 11/2009 – 03/2010 **TownePlace Suites, Marriott** Littleton, CO
Guest Service Representative
- Responsibilities include checking guests in and out of the hotel, answers various questions , arrange transportation , compute bills, collects payments, run a variety of reports on the computer for management, etc.
 - While working at the hotel, I was recognized for good leadership and customer relations.
- Spring 2009 **Rockingham Memorial Hospital LEED Certification Project** Harrisonburg, VA
- Worked with a team of five other students to create an educational presentation, website, video interviews, and pamphlet that educated the viewer on what the LEED effort is, why Rockingham Memorial Hospital decided to pursue a LEED certification with the new hospital, and the benefits this effort will provide to all concerned [community, patients, employees, environment, etc].
 - After the completion of the presentation, the hospital chose to pursue our efforts and implement is throughout their future orientations.
- Fall 2008 **Human Resource Development Project, James Madison University** Harrisonburg, VA
- Assisted the HRD Department at James Madison University to market the Human Resources minor to freshmen and incoming sophomores.
 - Responsible for keeping in contact with the department head, professors, advisors, and students.
 - Participated in the development of an analysis of organization, developed an intervention plan, and conducted a post analysis to review success.
- Internships**
- 7/2012- present **Office of Mayor Michael Hancock** Denver, CO
Strategic Planning/ Community Partnerships and Initiatives
- Working with the Mayor’s Director of Political Initiatives through public outreach regarding fundraising, managing of databases, thank letters, and other correspondence.
 - Coordination of meetings, scheduling for Mayor Hancock, and fundraising event planning.
- 1/2010-3/2010 **Office of Mayor John Hickenlooper** Denver, CO
Boards and Commissions/ Neighborhood Relations
- Administrative responsibilities such as receptionist, correspondence, calendars, events, meeting planning and organization.
 - Manage monthly updates for Denver residents.
 - Successfully designed and implement a marketing proposal for the National League of Cities that will take place this Fall in Denver.