

Profile

Highly motivated, enthusiastic and results-focused individual with excellent business acumen and attention to detail. Recent business management technical college graduate with solid work experience in areas including customer service, team leadership, staff training and cash management. Well regarded as a flexible, fast learner who adapts quickly to new situations. Credited with outstanding communication, organizational, teamwork and leadership skills.

Education

MID-STATE TECHNICAL COLLEGE, Wisconsin Rapids, WI2011
Associate in Applied Science degree in Business Management & Marketing

- Cumulative GPA: 3.51; Dean's List.
- Scholarships: MSTC New Student Scholarship, Great Lakes Dental Associates Scholarship, Partners Bank Scholarship.
- Selected courses: Accounting I, Business Operations, Business Law, Principles of Management, Marketing Principles, Employment Law, Human Resource Management, Customer Service Management, Financial Management, Writing a Business Plan, and Business Decision Making.

EVANS BUSINESS COLLEGE, Winona, MN2007-2009

- Assorted coursework in business and other subjects.
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Work Experience

THE BLUFFS AMUSEMENT CENTER, Prairie Du Chien, WIAnnual summer position 2006-Present
General Maintenance/Office

Performed a range of tasks in support of the company's business operations.

- Handled cash and credit transactions.
- Answered telephone, processed reservations and provided information.
- Greeted customers, answered customer questions and resolved customer complaints.
- Maintained grounds, performing mowing, trimming, and planting trees as needed.

CLARKSON SCHOOL DISTRICT, Clarkson, WIAnnual winter position 2009-Present

WAVERLY SCHOOL DISTRICT, Waverly, WIAnnual winter position 2009-Present

Basketball Referee

Officiated at boys and girls junior high and high school basketball games.

- Maintained standards of play and ensured that game rules were observed. Resolved claims of rule violations or complaints by participants and coaches.
- Taught and explained rules and regulations governing basketball.

KRAMER'S FUN WORLD, Winona, MNAnnual summer position 2003-2005
Manager/Cashier

Led a team of up to 20 employees at this regional amusement park.

- Assisted with the training of new employees.
 - Managed a retail store; handled cash and credit transactions and resolved customer complaints.
 - Promoted to Manager halfway through first summer of employment.
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Computer Skills

Microsoft Word, Excel, PowerPoint, and Outlook; HTML/XHTML Expression Web.