

## Profile

A recent technical college graduate in Criminal Justice-Law Enforcement with excellent creative thinking and analytical skills. Well regarded for ability to work effectively under pressure and to skillfully manage stressful, emotionally charged situations. Able to interact successfully with a wide range of people including co-workers, supervisors and the public. Credited with displaying a high level of professionalism in handling sensitive matters with tact and discretion.

Core competencies:

Creating Thinking • Analytical Skills • Policy & Procedures • Process Improvement • Project Management • Public Speaking • Interpersonal Communication Skills • Team Collaboration & Leadership

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## Education

- MID-STATE TECHNICAL COLLEGE, Wisconsin Rapids, WI 2011  
Associate in Applied Science Degree in Criminal Justice-Law Enforcement
- GPA: 3.56
  - Selected courses: Criminal Law, Report Writing, Patrol Procedures, Juvenile Law, Criminal Justice Service Readiness, Criminal Investigation Theory, Community Policing Strategies, Traffic Theory, Introduction to Sociology, Constitutional Law.
- WINNEBAGO TECHNICAL COLLEGE, Neenah, WI 2004  
Associate's Degree in Marketing
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## Work Experience

- STACK PIANO, Appleton, WI 2007–2009  
Sales & Marketing Associate  
Generated new business by assisting store manager and owner with the planning and implementation of sales and marketing programs. Assessed customer needs and recommended product and service solutions. Conducted product demonstrations and responded to customer questions and concerns.
- Proposed and implemented several operational improvements that resulted in improved customer service and helped increase sales.
  - Drove significant revenue increases by responding to opportunities to up-sell and cross-sell.
- PARTYPLUS CATERING, LLC, Grand Chute, WI 2004–2006  
Operations Manager  
Developed new accounts and provided logistical support for catering operations. Also planned budgets, performed financial reporting and managed other tasks. Hired and trained new employees.
- Secured and enhanced vendor relationships to ensure optimal operating capabilities.
  - Implemented a training program that significantly improved customer service and employee skills and retention.
- RITTER PUBLISHING, Appleton, WI 2000–2002  
Promotions Coordinator  
Coordinated advertising and sales promotions for the Beacon, a weekly community newspaper. Facilitated outside sales promotions and events to help attract new advertisers.
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## Community Involvement

- Volunteer Campaign Coordinator, United Way 2008–2009