

## Education

University of Wisconsin-Whitewater

Whitewater, WI

Bachelor's of Arts Degree, Winter 2023

Major: Communications

Certificate: Event Planning and Promotion

GPA: 3.76/4.00

Minor: Marketing

Emphasis: Public Relations

## Work Experience

### Guest Service Representative

Fairfield Inn by Marriott- Whitewater, WI

*August 2021- Present*

- Communicate effectively and provide services for guests during the continuum of their stay
- Resolve customer requests and complaints in a timely manner to exceed guest expectations
- Use FOSSE software system to make reservations, check-in and out guests and process payments
- Perform tasks such as answer phone calls, maintain the cash drawer, and facilitate E-commerce
- Work in cooperation with other departments to ensure a positive guest experience

### Nanny

*June 2015- Present*

Skjolaas and Marchant Family- Cambridge, WI

- Responsible for the care of five children in a fast paced environment
- Organize and maintain schedules, promote problem solving skills
- Maintain clear communication channel with parents and grandparent
- Facilitate and teach communication interaction skills to the children
- Supervised online education for the children during the COVID-19 pandemic

## Community Involvement and Activities

### Public Relations Student Society of America

*September 2021- Present*

- Dual leadership role: Co-Event Coordinator and Blog Post Author
- Network and learn from industry professionals about successful careers in public relations

### UWW Communicating Health In Practice Club

*September 2020- Present*

- Leadership role: Outreach Coordinator
- Volunteer for campus wellness events

### FFA

*September 2014- Present*

- Leadership: VP of Community Development and Reporter
- Livestock Project Exhibitor: Raised and showed swine for four years
- Awards: Discovery, Greenhand, Chapter and State Degrees

### St. Paul Liberty Lutheran Church Volunteer

*September 2015- Present*

- Pre-K Sunday School Teacher
- Program Coordinator for Children's Christmas Play

### Skaalen Nursing Home Volunteer

*January 2013- April 2019*

- Served food and beverages at the employee and resident refreshment shop
- Maintained a high level of customer service