

# Resume 760

## CAREER ACHIEVEMENTS:

2022: Won Interdepartmental Award for assisting all of the Departments at Grayline to enhance Company Success

Doubled annual sales at Blue Sun Soda Shop, increased Distribution sales from \$3000-\$6000 per month to 30,000 - 40,000 per month despite Covid.

\$1800 Bonus yearly for 5-star rating of Sales Management at Fireworks

Minnesota's Best Bronze: Family Fun Venue 2021

Designed my own website and opened an online store, designed all the products in the store.

Best Tour in MN 2021: Only in Your State

Top College Reviewer in the US: evaluated more admissions teams than any other reviewer in the US.

Coordinated a Prevent Blindness Screening at Scarborough Faire 2015:

138 people were able to get eye exams and glasses. 80% of the people screened needed services.

Multiple Performance and Customer Service Awards at Renaissance Festivals for Outstanding Performance and Service

RESCU Foundation Chair of Fundraising opened fundraising from private to public events, created a standardized training for event volunteers and increased donations by fifty percent.

## EXPERIENCE:

### Grayline Niagara- Licensed Tour Guide & Sales

May 2022-Present

CDLC licensed as well as Licensed on US and Canada to guide tours of Niagara Falls, assisting other team members and various managers with promotional materials, designing graphics, structuring new tours, troubleshooting.

### RDAssociates- Admissions Reviewer

Feb 2015- 2022

Responsible for reviewing college admissions department's compliance with federal regulations and customer service. Work remote submitting documentation, audio files, expense reports and invoicing.

### Blue Sun Soda Shop- Store Manager

2019-2021

General Manager. Inventory: ordering, receiving, and database for all locations, IT troubleshooting. Staff schedule, hiring, training and performance reviews, customer service, stocking, special events, tours and running a 1950s soda fountain, displays. Took KPI from \$14 per transaction in 2019 to \$31/ transaction 2021.

## SKILLS:

Customer Service

PC: Microsoft Office, Outlook, Excel, Docs, PowerPoint, Mac: Numbers, Pages

Google Docs, Sheets, Drive

Shopventory, Stitch Labs, Salesforce, Square, PayPal Business, Ventrata, Zau

Listening & communication skills

Performance Reviews

Time Management

Social Media & Social Networking

Inventory Management

Sales Management

Sales Displays and Product Ordering

Employee Training and Supervision

Promotions and Networking

Problem Solving

Fundraising

Storytelling & Public Speaking

Tour Guide Experience

## **The Castle of Muskogee- Souvenir Shops Manager**

2017 - 2019

Responsible for all aspects of running 14 seasonal businesses including: orders, displays, inventory management, payroll, promotions, customer service training. First year was Co-Managing.

## **Professional Storyteller/Entertainer**

2005-2018

Submitting proposals to special events to do stage and lane entertainment for events. Worked for Charlotte Speedway, Minnesota FanFest as Tony the Tiger, and various Renaissance Festivals.

## **Bows of the Risen Son - Special Event Sales Manager**

2009-2018

Managed sales, did Archery lessons and demonstrations. Tracked inventory, complied with Event requirements and guidelines. Customer Service. Various events as available based on contract schedule.

## **Fundraising & Advocacy for RESCU Foundation**

2013-2016

Revised the advocacy process to empower clients to assist in obtaining financial assistance and locating low cost providers. Created standard training for fundraising volunteers who run events around the country.

## **EDUCATION:**

### **St. Bonaventure University - Bachelors in Science**