

Experience Section

Example One

Director Teen Program, YMCA, Marshall, MN 2005-Present

- Provides guidance and support to pre-teen and teen members by listening and advising. Issues involved peer concerns, questioning values, parental conflict and academic performance issues
- Managed and coordinated Teen Summer Camp; interviewed and hired staff; supervised 10 summer counselors
- Maintained strict confidentiality; Trained on active listening and mandatory reporting

Example Two

Call Center Supervisor/Shift Leader, May 2006-Present

The Schwan Food Company, Call Center Corporate Headquarters Marshall, MN

The Schwan Food Company is an international leader in home delivery with over 22,000 employees worldwide

- Connected with prospects in 50 states and in several European countries
- Led evening shift in the number of outbound calls that resulted in increased sales
- Promoted to shift leader for excellence in service, sales, and leadership—by persuading customers and first time buyers to order additional products in the new product lines

Example Three

Tax Assistant, May 04-Present

H&R Block, Marshall, MN

- Input tax data into Peachtree software, collate and check tax returns for accuracy, reconcile cash receipts, record cash-disbursements journals

Example Four

New Horizons Crisis Center- Marshall, MN

10/06 – Present

Volunteer

- Completed crisis management training consisting of listening to speakers, watching videos, and reading books about crime and other crisis situations
- Provides, crisis management for individuals presenting with issues of abuse, sexual assault, custodial concerns and victims of crime
- Conducts informal intakes and determines appropriate resources for referrals
- Maintains strict confidentiality