**Shannon Woolley**

Vancouver, Wa

shannon@thefocals.com

360.931.5510

* **QUALIFICATIONS**
* Well-developed and practiced organization skills.
* Four months of experience answering phones and taking business calls.
* Experience in customer service dealings, interaction with disgruntled customers, as well as relationship building with regular clients.
* Possess strong people skills and enjoy human interaction.
* Reliable, responsible and willing to tackle any task. Enjoy healthy levels of competition.
* Hard working, patient and motivated to work well with others. Posses strong will and integrity that allows flexibility within the workplace, enabling the motivation to go beyond normal requirements.
* Strong leadership, self-motivation and time management skills, cultivated through participation in advanced placement classes and volleyball throughout club and school.
* Know how to engage and direct cooperative as well as uncooperative coworkers within a management environment.
* **EDUCATION**

**High School**

* Challenged myself with advanced placement classes all four years.
* Ended with an accumulative 3.2 GPA.

**Warner Pacific College**

* Completed one year of lower division classes, focused on obtaining my BA in marketing and finances.

**Washington State University Vancouver**

* Continuing my focus of obtaining my BA in marketing, a certificate in sales, and minor in digital technology and culture.

* **EXPERIENCE**

**CoLab**

**October 2017-Present**

* Internship/Contract work

Web Development

Brand strategy

Social Media Management and Content creation

**Costco**

**June 2016 – October 2016**

* Food Court/Front End
  + Followed strict protocols
  + Combined efficiency and quality work

***Black Rock Coffee Bar***

**September 2014 – June 2016**

* Barista
  + Developed very good time management and multitasking skills.
  + Experienced training those with skill sets below mine, as well as learning how to properly critique and encourage development in others.
  + Adapted to different cash register programs.
* Assistant Manager (October 2015-June 2016)
  + Enforced company protocol among coworkers.
  + Counted tills and deposits.
  + Completed inventory counts twice a week and ordered stock accordingly;
    - Worked cooperatively with other companies to move and stock consumer products.
  + Communicate with other stores about absent employees.
  + Problem-solve mechanical and technological issues related to cashier and coffee machine equipment.
  + Honor the unhappy costumers.

***Landye Bennett Blumstein* (Law Firm)**

**June 2013-September 2014**

* Receptionist;
  + Answered calls, filed mail, and dealt in customer service.
* Collections Assistant;
  + Copied, filed, and worked within online database management

***Ice Cream Renaissance***

**July-January (2012-2013)**

* Learned how to perform tedious tasks like cash register and operation of service.
* Experienced overcoming differences and working cooperatively.

* **EXTRACURRICULAR/OTHER EXPERIENCE**
* Skyview High School volleyball Varsity and Club Volleyball(2001-2009)
* Warner Pacific College Volley ball and Golf for a year (2013-2014)
* Advocated for Sex Trafficking victims in Portland, help petition to pass the bill for aftercare. Rose awareness through cultural exposure of art pieces and music.
* DECA member and participant-DECA is a business management club that competes statewide
* Volunteer Services:
  + Volunteer Wednesday nights for a church youth group program.
  + Served at LA Dream Center for one week (May 2015).
  + Volunteers for youth camp every summer, partnering with local shelters and schools.
* Interned at City Harvest. (2014-2015)
  + Focused on Leadership capabilities.
  + Volunteering within the community;
    - Jason Lee Middle School
    - Green Tree Apartments
    - Kline Line Park
  + Strength and Weakness Development as well as personal growth and development classes.
  + Learned management within a church environment and large organization basis on a regular weekly schedule over the course of nine months.