

## GRACE ANDERSON

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### GOAL

Customer support position leveraging my strengths in communications, sales, and administration

### PROFESSIONAL EXPERIENCE

COMMUNICATIONS: *Public Relations, Advertising, Training, Staff Development*

- ◆ *Degree in Public Relations/Journalism:* Completed comprehensive training in public relations, including advanced course work in mass communications, news writing, editing, advertising, media, and graphic arts.
- ◆ *Writing/Verbal Skills:* Excellent communication skills for effective customer communications, proposals, correspondence, flyers, newsletters, internal communications, and public speaking.
- ◆ *Staff Development:* Successfully coordinated and implemented monthly training programs, assessing learning needs, creating curriculum, presenting instruction, and securing nationally recognized guest speakers.
- ◆ *Background as Educator:* Able to provide client-centered interactive training sessions, emphasizing practical applications for customer education and/or staff development.

SALES: *Presentations, Negotiations, Customer Relations, Event Planning, Fund-Raising*

- ◆ *Persuasive Communicator:* Made formal presentations to boards and decision makers; sold new program ideas and secured approval for funding. Demonstrated ability to sell varied products as "floater" for upscale retailer; generated daily sales equal to that of experienced sales associates.
- ◆ *Customer Relations:* Selected by management as liaison and troubleshooter to resolve concerns with coworkers, external customers, and vendors.
- ◆ *Event Planning:* Organized well-received special events in work and community volunteer capacities. Planned events for up to 400. Initiated fund-raising projects to offset a \$250,000 reduction in state funding.

ADMINISTRATION: *Program Management, Planning, Development, Budgeting, Supervision*

- ◆ *Management:* Held direct accountability for planning, staffing, facilities management, and coordination of educational program with 250 enrollees and 15 instructors. Hired, placed, and evaluated certified instructors.
- ◆ *Program Development:* Created successful programs (business-school partnerships, volunteerism, and community outreach) from concept development through implementation at multiple sites.
- ◆ *Planning:* Served on cross-functional team that conducted strategic planning, developed budgets in excess of \$345,000, determined programming, and ensured compliance for school site serving 650+ students.

### EMPLOYMENT HISTORY

Prior experience in education as a teacher and site administrator. Excellent record with employers:  
Wichita School District (year - Present)  
Derby School District (year - year).

### EDUCATION

*BACHELOR OF ARTS IN PUBLIC RELATIONS/JOURNALISM - University of Kansas (year)*