

KATHARINE SPENCER

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EDUCATION

- *University of Mary Washington, Fredericksburg, VA*
 - Bachelor of Arts, English, December 2014
- *University of Puerto Rico, Mayaguez*
 - Bachelor of Arts, English Linguistics (attended for 2 years)
 - Dean's List 2012-2013
- Organizations:
 - Secretary of EDSA (English Department Student Association) in the University of Puerto Rico
 - Member of the ALPHA Linguistics society in the University of Puerto Rico
 - English tutor for Latino Student Association in University of Mary Washington

SKILLS & ABILITIES

- Management
 - Organized and presented to small and large workshop groups for Verizon Wireless
 - Charged with teaching groups of Spanish speaking adults the English language at the University of Mary Washington
 - Was in charge of performers as well as guests all while operating under a strict time table at Walt Disney World Resort in Orlando, Florida
 - Operated my own online language courses from 2007 to 2009 on an educational website
- Writing and Editing
 - Worked on school literary journal 2008-2009 as general editor
 - Experience with Adobe InDesign
 - Wrote 50k word fantasy novel manuscript for National Novel Writing Month
- Skills
 - Basic skills in Microsoft Office Suite
 - Proficient in HTML, CSS, and other web building tools
 - Familiarity with social media platforms
- Other
 - Excellent communication skills
 - Comfortable presenting to small and large groups
 - Passionate about teaching others
 - Passionate about technology
 - Resourceful
 - Motivated to learn
 - Comfortable in a fast-paced, dynamic environment
 - Exceptional relationship-building skills
 - Professionalism and poise

EXPERIENCE

- Sales Associate – Rise Broadband August 2016 to present
 - Set and achieve monthly and quarterly sales activity benchmarks to achieve sales quotas.
 - Track and manage accounts, sales activity, leads, proposals, etc. via company software.
 - Use passion for technology and resourcefulness to generate sales.
 - Actively listen to customers and then sell solutions that are exactly what they need.
 - Overflow of chat support and technical support when needed
- Tech Assistant – Boys and Girls Club May 2016 to August 2016
 - Manages, directs and administers operations of all functions related to computer hardware and software programs in the Boys & Girls Clubs of Larimer County (BGCLC) Technology Center
 - Planning and implementing technology curriculum for diverse Boys & Girls Club members ages 6-18
 - Supervises and maintains a safe, well-organized environment conducive to learning in the Technology Center
 - Contributes to building a level of enthusiasm and fun within the technology program that maximizes Member attendance and learning
 - Monitor member Internet use and set up parental controls
- Experience Specialist – Verizon Wireless July 2015 to April 2016
 - Facilitated wireless workshops where I worked with groups of customers to demonstrate and educate them on a variety of technology solutions
 - Helped to troubleshoot phones and other devices
 - Delivered the ultimate one-on-one coaching experience to customers during demonstration of product and accessory functionality
 - Contributed to the overall health and performance of the retail store by supporting daily business operations, including selling technology solutions, stocking inventory, and processing customer transactions when needed
 - Ensured that all interactive displays were operational
- Camp Counselor & Canteen operator - Nature Camp, Inc. Summers 2013 to 2014
 - Managed 4 groups of 88 children (total 352) over the course of two weeks each
 - Taught environmental based classes twice a day for an hour and a half each
 - Worked with a team of counselors to plan classes, clean the camp, and lead children in activities
 - Created rudimentary lesson plans, assigned, and graded reports
 - Emphasized hands-on, experiential, frequently field-based education
- Attractions Attendant- Walt Disney World January 2015 to July 2015
 - Monitored Guest flow and provided a safe Guest experience
 - Maintained safety standards
 - Loaded and unloaded guests from attractions
 - Operated sophisticated ride systems
 - Memorized and delivered lengthy narrations (spiel) on a microphone to large groups
 - Performed general clerical duties and support with various administrative tasks

- Game Advisor – GameStop: October 2009 to September 2010 and September 2014 to January 2015
 - Created a welcoming and exciting store environment
 - Directed customer traffic and promoted store exploration
 - Ensured customers' needs were met in a timely manner
 - Quickly and completely resolved customer issues
 - Balanced all cash receipts and made cash deposits
 - Ensured that all displays were operational and up to date for the current promotions
- Character Attendant – Walt Disney World Resort August 2012 to January 2013
 - Maintained strict timetable for performers
 - Provided Guests with information about Character locations and visitation times
 - Provided audience control, including handling challenging Guest situations
 - Ensured the safety of Character Performers and our Guests
 - Facilitated interactions between character performers and park guests
 - Maintained show quality and character integrity
 - Excellently multi-tasked skills and prioritized work flow
 - Worked in a fast-paced, intense environment smoothly