

Holland Venhuizen

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Employment

Richard I. Bong Veterans Historical Center Superior, WI

Tour Guide 05/2021- 08/2022

- Greet guests and explain tour options
- Memorize two different hour-long tour scripts, adding personalized details and phrasing
- Engage many guests of many ages and backgrounds
- Answer guest questions
- Interact with military veteran volunteers

Gift Shop/Front Desk 06/2022-08/2022

- Answer phone and direct calls to appropriate extensions
- Assist guests in tour selection
- Process financial transactions including card and cash
- Maintain inventory through counting, pricing and displaying
- Close system and space at end of day

UW-Superior Admissions Office

Campus Ambassador, 10/2022-present

- Give memorized and personalized hour-long tours to prospective students
- Answer questions about UW-Superior as a campus
- Act as a liaison for new and prospective students
- Assist in summer orientation events, commencement, and move-in events
- Uphold expectations of decorum on campus as a trusted ambassador

Front Desk, 05/2023-present

- Answer phone and direct calls to appropriate extensions
- Answer questions and assist callers to the office
- Greet and assist guests to the office
- Maintain the office space through organizing file systems, inventorying supplies, etc.
- Input information about prospective students into Salesforce, etc. data entry

Education & Recognition

Harbor City International School, Duluth, MN

Salutatorian, Graduated 06/2022

Experience Scotland: Study Away Program, University of Wisconsin - River Falls
Participated in a semester-long study abroad program in Scotland. Fall 2025.

University of Wisconsin - Superior, Superior, WI
History, B.A. Minors: Anthropology and Writing. Spring 2026.

Publishing Credits and Professional Research

SURF (Summer Undergraduate Research Fund), UW-Superior, Summer '24

Conducted a 100-hour developmental research project under the direct advisory and tutelage of Dr. Deborah Augsburg, UW-Superior Anthropology professor. Wrote roughly 40-page long research paper documenting findings and gave an oral presentation on research at UW-Superior's annual institutional research symposium.

Related Skills

- Google products, Microsoft products, Adobe products
- QuickBooks P.O.S. system
- Salesforce
- Peoplesoft and Perceptive Content
- Easily able to learn computer programs
- Web and tech skills in Canva, Zoom, Google Meet, social media platforms
- Light tech support and troubleshooting skills
- Strong writing and communication skills
- Great at collaboration, conflict resolution, and relationship building
- Experienced in professional and academic research of various subjects and fields
- Extensive experience with public speaking and theater
- Comfortable engaging people one on one
- 5+ years' experience with phone systems and very comfortable speaking on the phone
- Excellent memorization ability

References

Ben Mooney (He/Him)

Director of Admissions, UW-Superior
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Dr. Joel Sipress (He/Him)

Professor of Social Inquiry, UW-Superior
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