

Shannon McKee

3118 West 99th Street, Cleveland, Ohio 44102

shannonmmckee440@gmail.com

Key Strengths

- Ability to work well supervised & unsupervised.
- Comfortable in virtual setting.
- Desire to achieve optimal performance.
- Utilize communication skills acquired over the years.
- Quick to learn & apply newly learned skills.
- Computer literate & willing to learn new technologies.

PROFESSIONAL EXPERIENCE

Various Companies 1/2010 – current
Freelance Writer

- Always ready to write on any topic requested in a variety of formats.
- Complete any necessary research to help with the creation of the article, essay, blog posts, classroom materials, Moodle modules or other formats.

Various Companies 12/2008 - current
Independent Contractor

- Transcribe voicemails and other dictation, proofread/edit documents and websites, data entry, customer service, article creation, research and answer questions, website mapping, academic writing tutor and other various tasks.

eBay 12/2007 – 1/2010
Entrepreneur

- Research items that are popular to garner larger end bid amounts. Compose item description in Microsoft Word. Create and schedule posts for items using Auctiva software, including digital pictures. Communicate with buyers on questions or comments about current auctions and prior sales. Package item, utilize PayPal shipping tools, request pickup with USPS, and track package until delivered.

Employers Select Plan, Independence, Ohio 11/2005 – 5/2008
Quote Specialist, Group & Individual

- Supported individual insurance department by supplying individual health insurance quotes to agents using various web quoting tools, and ordering supplies as necessary for company and agents.
- Supported group department by supplying group insurance quotes to agents, including training new hires on proper quoting procedures.
- Aided with coverage of front desk receptionist position as needed, as well as other departments.
- Member of 2006 Events Planning Committee.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Bachelor's degree in Business Kaplan University Davenport, Iowa 4/2005 – 5/2008

Associate's degree in Arts & Science Lakeland Community College Kirtland, Ohio 9/1997 – 12/1999

HONORS AND AWARDS

Kaplan University – Summa Cum Laude, GPA 3.92

Lakeland Community College – Member of Phi Theta Kappa Honor Society

REFERENCES ARE AVAILABLE UPON REQUEST