

KARLY K. SHANNON

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Education

Illinois State University, Normal, IL
B.S. in Insurance & Small Business Mgmt.

Fall 2011- Spring 2013

Experience

Outback Steakhouse

Waitstaff

- Regularly build customer relationships and insure satisfaction
- Demonstrate ability to meet company goals by using strong sales techniques

Summer 2011- Present

Chicago Bulls and White Sox Training Academy

Secretary to the President of Operations

- Assisted carrying out daily tasks which included creating personal expense reports and organizing information prior to meetings
- Structured program dates and information for the following year
- Developed problem solving skills while working in conjunction with Management

Summer 2008- Winter 2010

Front Desk Assistant

- Responsible to insure efficiency of operations and customer satisfaction
- Duties included providing information, handling customer questions and complaints, and running daily office operations
- Brought common customer problems to management's attention and developed solutions
- Worked 30+ hour week while enrolled as a full time student

Fall 2009- Summer2010

TravelClick

Performance Measurement Intern

- Learned to effectively communicate while working with a team located out of Canada
- Developed computer technical skills while working in various online systems
- Assisted with clean up and client communication during various web-based weekly projects

Summer 2011

Internet Marketing Intern

- Developed understanding of marketing strategies and promotions in the hospitality industry
- Maintained client relationships by personally contacting clients to complete IP address transfers
- Required to complete and report daily/weekly projects as well as a summer long project
- Attended quarterly meetings where new company goals and issues were discussed

Summer 2009

Customer Care & Sales Support Intern

- Responsible for organization and upkeep of client contacts in a database
- Assisted in Accounting, Human Resources, and Customer Care departments
- Worked in company systems to merge and correct client information

Summer 2007, 2008

Extracurricular Activities

Habitat for Humanity

Coordinating Volunteer

- Responsible for preparation of four worksites each week & handling daily office operations
- Recruit volunteers for Blitz Building week and organize applicant information

Fall 2010-Present

Delta Sigma Pi, International Professional Business Fraternity

- Chosen through a selective application and interview process
- Selected as VP of Social Activities for pledge class, organized team building activities
- Part of Community Service and Recruitment committee, work with a team to develop activities

Spring 2011- Present

Gamma Iota Sigma, International Risk Management and Insurance Fraternity

- Attend Luncheons, Industry speakers, and Volunteer events

Fall 2011- Present

Illinois State Women's Club Basketball

Fall 2010-Spring 2011