

Kelley Lawrence

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PROFILE

- Proficient communication and customer service skills
- Comfortable presenting in front of large or small groups
- Exceptional computer and problem solving skills
- Over three years of customer service and sales experience

EDUCATION

Bachelor of Science, May 2014 GPA: 3.88
Major | Business Management
Minor | Systems Management
Northwest Missouri State University
Maryville, Missouri
Study Abroad, Spring 2013
Södertörn University, Sweden

WORK EXPERIENCE

Northwest Missouri State University

Peer Advisor

Maryville, Missouri

Fall 2012 & 2013

- Selected by faculty to serve as a mentor for 15 first year college students
- Fostered student exploration of campus organizations and the development of leadership skills
- Conducted v team building activities to increase group cohesion
- Coordinated classroom speakers, presentations, and agenda topics with faculty instructor
- Aided 15 students in first year college experience adjustment by acting as a role model and mentor

Enterprise Rent-A-Car

Customer Assistance Representative

Omaha, Nebraska

May 2012 – Aug 2012

- Provided a high level of customer service by assisting customers in person and over the phone
- Clearly communicated rental terms and conditions, features, and services and sold optional products
- Processed check-ins, returns and general assistance for customers
- Enhanced ability to listen to customer needs in order to personalize a persuasive sales pitch

HONORS & ACTIVITIES

Volunteer, Omaha Marathon

2008-2013

- Set up vender stations at 'The Expo' and direct participants to their bib-number and packet
- Organize and operate a water station on the course during the race

Historian, Sigma Society

2011-2012

- Planed events and led organization with a team of twelve to organize 20 service hours each semester
- Recognized as *Organization of the Year* in 2010 and 2011

Volunteer, built a Special Needs Section for Maryville Public Library

Spring 2011

- Cataloged and organized a collection of books and resources items
- Created radio and social media advertisement for Grand Opening

Recipient

- Northwest Missouri State University Tower Scholar
- Missouri Student Exchange Program Scholarship
- Northwest Missouri State University Presidential Honor Roll

