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| Zoe LauridsenBusiness Management / Customer Relations  |
| 6025 Old Manor Ct. Roanoke, VA 24019 | 540-525-8286 | Zoelauridsen19@gmail.com |
|  | OBJECTIVE |  |
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| To find a fitting career where I am able to offer my experience, skills, and personality to both grow myself and the company and people I work with. I will graduate in a few years with a business major, and I have always felt the need to be involved with the people and provide exemplary service and create excellent experiences at all times. |
| EDUCATION — | EXPERIENCE |  |
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| *Current*Pursuing a Double-Degree in General Business and ManagementMinoring in:MarketingMarshall University, Huntington West Virginia, Fully Online StudentCurrent Semester GPA 3.8Overall GPA 3.43*May 2019*Standard Studies DiplomaNational Honor Society &Governor Seal of Academic ExcellenceLord Botetourt High School, BotetourtVirginiaGPA 3.7 | 02/2022 – presentDirector of Recruiting • New York Life Roanoke General Office (NextSource)* Using career sources prospecting candidates for a Financial Advising position within the company on behalf of the Managing Partner
* Contacting the sourced prospects by using both cold and warm emails, calls, and socials to follow up and create meetings for career opportunities
* Social Media, website reconfigurations, and newsletter creation
* Office responsibilities including mailing letters, setting appointments, following the staff’s schedules to ensure no overlap, is a part of communication between prospects, agents, partners, and staff.

*09/2021 – present*Intern of Operations/Management • Silver Hearth Lodge* Maintain clean and professional appearance of self and facilities
* Regulated all events and insured safety procedures were followed
* Ensured all guests and staff were satisfied with the event
* Retained valuable information on the running of many activities on the property

*03/2021 – 01/2022*Host/Retail Coordinator/Server • Macado’s * Welcome, Greet, Seat, serve guests in timely manner, with excellent attitude and accuracy to ensure outstanding dining experience and service
* Front of house coordinator, fully responsible for all transactions, to-go orders, seating, greeting, maintaining a welcoming and clean environment for entire restaurant including outside walkways, restrooms, kitchen, dining facilities.

09/2020 – 03/2021Barista/Cashier • Little Green Hive* Maintain clean and professional appearance of self and facilities
* Provide outstanding service for all guests with accurate and efficient service.

 05/2018 – 08-2019Care Giver/Nanny • Private Home* Fully responsible for needs of two children daily including transportation to extra-curricular activities, tutoring, nutritional needs, and cared for household.

10/2017 – 03/2018Independent Living Nutritionist • The Glebe / Blue Ridge Living* Ensured adherence to rigorous nutrition plans for seniors and provided not only exceptional service, but also maintained their comfort, happiness, and safety.
* Additional responsibilities of facility cleanliness and sanitization.
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| KEY SKILLS — | CERTIFICATIONS &AWARDS  |  |
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| Strong Leadership SkillsTeam PlayerExcellent Communication - both written/oralConscientious & Strong Work EthicCoachable & ApproachableProfessional & Eager to LearnStrong Analytical SkillsExceptional Time Management SkillsCritical Thinking & Problem SolvingProactive & Motivated | * Microsoft Office Specialist Certified in Word, PowerPoint, & Excel - 2018
* Certified Financial Literacy Certification Test (W!SE) – 2017
* National Workplace Readiness Skills Certified (CTECS) - 2017
* Advanced Qualifications on HEIghten Critical Thinking Assessment – 2021
* 3 Awards for Dedication and Work Ethic throughout career -2017, 2019, 2021
* Dean’s List, Three time recipient in college thus far
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|  | LEADERSHIP |  |
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| * Front of House Coordinator at current job & team leader
* Manager of Track Team for 6 years
* 5 years Marching Band, Section leader and drum major
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|  | REFERENCES |  |
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| [Available upon request.] |