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| Zoe Lauridsen  Business 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 Management  Minoring in:  Marketing  Marshall University, Huntington West Virginia, Fully Online Student  Current Semester GPA 3.8  Overall GPA 3.43  *May 2019*  Standard Studies Diploma  National Honor Society &  Governor Seal of Academic Excellence  Lord Botetourt High School, Botetourt  Virginia  GPA 3.7 | 02/2022 – present  Director 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 – 03/2021  Barista/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 – 08-2019  Care 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 – 03/2018  Independent 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. | | |
| KEY SKILLS — | CERTIFICATIONS &AWARDS | |  |
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| Strong Leadership Skills  Team Player  Excellent Communication - both written/oral  Conscientious & Strong Work Ethic  Coachable & Approachable  Professional & Eager to Learn Strong Analytical Skills  Exceptional Time Management Skills  Critical Thinking & Problem Solving  Proactive & 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 | | | | |
|  | REFERENCES | |  |
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| [Available upon request.] | | | | |