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Objective

To contribute in a position supporting and caring for the environment and humanity, which allows me to utilize the skills I have learned while completing my bachelor's degree in the Geographical and Sustainability Sciences in the environmental track at the University of Iowa.

Strengths

- Responsible
- Outgoing
- Self-Motivated
- Hardworking
- Outstanding Customer Service
- Team Player
- Strong Communication Skills
- Empathetic to People/Animals
- Fast Learner

Professional Summary & Experience

I was recently employed on a temporary campaign to help spread awareness of the importance of climate change through the Brass Tactics firm. I managed to hit the ground running as I was hired after the campaign had begun. The work done on the campaign reinforced to me the importance of politics in regards to environmental efforts. Previously, I worked at Hy-Vee for 10 years and interacted in a positive manner with a wide variety of people daily. I have strong verbal interpersonal skills from being at the customer service counter for 5 years, and quickly learned to use the equipment and procedures. I was hired at the Iowa City Animal Care and Adoption Center in 2015, I helped in general care of the animals as well as maintaining cleanliness at the facility and uphold our customer relations. In addition, I was employed for over 3 years at St. Francis Veterinary Clinic as a Veterinary Assistant. I was an intern with The Nature Conservancy throughout the summer of 2013 working throughout the state on prairie conservation. I spent 3 weeks in India learning about tiger conservation at the end of December 2014. In the summer of 2011 I participated in an Environmental Science study abroad program to Costa Rica which inspired me to pursue a career in Wildlife and Environmental Conservation.

Work History & Relevant Experience

Colorado Parks and Wildlife

01/17-Present

Boyd Lake State Park Visitor Services Technician

Temporary position to assist guests at Boyd Lake State Park on regulations, licensing, and general information. Greeting guests in a professional, friendly manner while taking care of any questions or requests. Understanding procedures and electronic systems to produce accurate licensing, registration, and park passes. Using team work to help aid the Administrative Assistant and Park Rangers to ensure safety and quality services to the public.

- Act as the face of the park, creating memorable and positive first impressions to the public
- Answering any questions through phone or in person
- Handling payments in cash, credit, and check for purchases
- Knowledge of Total Licensing System (TLS) machine to issue proper licenses
- Working Vehicle Registration System while registering boats, OHV's and snowmobiles
- Responsible for proper documentation of visitors, sales, reports and corresponding paperwork
- Completed daily opening and closing procedures of Boyd Lake Office

Rocky Mountain Raptor Program
Volunteer

11/16-Present

Assist at front desk of facility to help any guests and volunteers with questions. Work with Events Coordinator to plan and execute events such as the annual Gala Auction.

- Assist with events to garner support and donations from public and officials
- Temporary help with front desk, giving quality care to guests
- Answer telephone and provide support to RMRP team members.

Brass Tactics
Colorado Deputy Campus Director

09/16-11/16

Worked full-time at the Colorado branch of Defend Our Future as part of an Environmental Defense Fund funded national field campaign. Helping to lead the team of part-time staff, interns, and volunteers, under supervision of the Regional Director, to reach our overall goal of experimental analysis and 10,000 pledges to vote for candidates who believe in climate change.

- Community engagement with students at Colorado State University, CU Boulder, and Denver Auroria campus
 - Working to educate them on the importance of climate change and the importance of voting
 - Develop relationships with students after getting them to sign a pledge to vote card, re-engaging them with future events and volunteer opportunities
- Lead day to day operations for interns, to ensure they had the resources to achieve strategic daily goals and daily tasks
- In charge of volunteer recruitment, engagement, and scheduling
- Submit qualitative and quantitative nightly reports to national office
- Input information received on pledge cards and adjusted volunteer schedules in VAN system
- Oversee get out the vote during critical campaign project timeline, involving face-to-face and phone interactions

Hy-Vee Grocery Store
Customer Service Clerk and Cash Accountability

06/06-07/16

Successfully assisting customers at the Customer Service desk, checkout and in the Market Cafe. Responsible for providing positive customer interactions, solving issues and following business procedures.

- Provide phone and face-to-face support to customers
- Follow policies and procedures, recommend improvements when possible
- Provide reporting as required by management
- Responsible for accounting for cash, reconciling cash and receipts
- Received multiple raises due to dedication/outstanding work history
- Responsible Shift Lead in the market café – managing, training, and guiding fellow servers, bussers, and hosts.

Iowa City Animal Care and Adoption Center
Kennel Assistant

05/15- 07/16

Assist with care of the animals while also maintaining cleanliness of the center. Help with both the public and the volunteers with protocols and handling the animals.

- General care for animals
 - Vaccinate upon arrival
 - Update animal records and impound cards with health and personality traits
 - Moving animals for cleaning, medical treatment, and exercise
- Daily cleaning, stocking, and upkeep of the center- disinfecting kennels, washing windows, laundry, and other supply maintenance
- Help public with adoption process and visiting animals
- Answer telephone calls and process animal movement in the Chameleon computer system
- Work with volunteers to teach protocols, help with cleaning and caring for animals

Iowa City Animal Care and Adoption Center
Volunteer

08/14- 05/15

Spend time socializing with the animals in order to make them more adoptable. Assist with cleaning and traveling events. Currently a member of the volunteer committee for the upcoming "kitten shower" in May 2015.

- Green Cat Class certified – socializing, cleaning, feeding, and overall care for cats in shelter
- Green Dog Class certified – socializing, cleaning, walking, and care for dogs in shelter
- Green Rabbit Class certified – interacting, cleaning, feeding, and general care for rabbits
- Assist with fundraisers
- Help answer questions for the public about animals and specific ways to care for them

St. Francis Veterinary Clinic
Veterinary Assistant

10/11- 07/15

Facilitate check in procedures for customers and provide the best possible care to their animals.

- Manage prescriptions
- Follow examination procedures in a prompt and caring manner
- Check-in animals for boarding
- Walk, feed, and clean animals
- Clean animal facilities
- Provide comfort to customers about the well-being of their pets
- Answer telephone calls and schedule appointments

The Nature Conservancy - Iowa Chapter
Anna Beal Intern

Summer 2013

Traveled across Iowa working with various landscapes to control invasive species while preserving the native species. I learned how to use required equipment and tools, such as chainsaws and brush cutters. I worked with a team of 8 people to preserve and sustain the native Iowa prairie species. I became certified for the year to help perform prescribed burns on prairie landscapes.

- Worked on controlling invasive species in various landscapes
- Used machinery and protective gear
- Educated on benefits of fire and other natural forces on prairies
- Participated in a prescribed burn on a Nature Conservancy preserve

'Tiger Conservation in India: Insights from Ecology, Policy, Development, and Education' Winterim Study
Abroad Program
Student

12/14-01/15

Traveled to India to learn about the conservation practices for Bengal Tigers in Rajasthan, India. While abroad, our group met with different organizations to understand the need for conservation and the effects of saving an umbrella species such as the tiger. Interacted with different Villagers to gain an idea of their views on conservation of wildlife, which also helped assimilate me into their culture.

Environmental Science Costa Rica Study Abroad Program

05/11

Student

Traveled to Costa Rica for a study abroad program covering Environmental Ethics and Environmental Science courses through Kirkwood Community College. Stayed at an Eco-lodge, turtle reserve, and the self-sustaining Earth University learning about conservation and preservation of the Costa Rican ecosystem and wildlife.

- Planted trees outside Eco-reserve
- Conducted night patrols for Leatherback Turtles
- Hiked to learn terrain and ecosystem specifics
- Attended multiple presentations on Conservation Management

Education

City High School, Graduated 2009

Kirkwood Community College, AA in Business, Dec. 2011

University of Iowa, BA Geography in Environmental Track, Certificate of Sustainability, Minor in Business Administration, Graduated Spring 2014

References Available Upon Request