

Laura K. Scheu
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PROFESSIONAL EXPERIENCE

Administrative Assistant, Altair Advisers LLC, Chicago, IL 2015

- Balanced dual roles assisting the Office Manager and the Director of Communication
- Improved monthly mailing by implementing Mail Merge
- Created relationship with promotional vendors
- Maintained database and files of high-net-worth clientele
- Quickly and efficiently managed report production and distribution

Shift Supervisor, Starbucks, Downers Grove, IL 2010-2015

- Strengthened time-management to maximize delegation and partner efficiency
- Reviewed and reduced food waste weekly by 6%
- Recognized local market trends and adjusted sales techniques accordingly
- Planned and organized sales goals and incentives
- Trained and continuously coached partners in basic and complex performance issues
- Built a close network of both partners and customers
- Gave feedback in a clear and concise manner; sought feedback regularly

INTERNSHIP EXPERIENCE

Administrative Assistant, MontgomeryDay, Hinsdale IL 2011-2012

- Coordinated media events with local, national, and international media contacts
- Supported owner through organization of personal and professional calendars, meetings, and travel itineraries
- Drafted press releases and media alerts
- Edited and expanded media list for global campaign
- Kept excellent communication with clients via email and phone correspondence

College Program Intern, Walt Disney World, Lake Buena Vista, FL 2007-2008

- Gained insight to business practices and customer service standards of the Fortune 500 company
- Attended Disney Education Courses to strengthen personal and professional skills
- Was formally recognized for meeting the "above and beyond" service mantra with Guest Service Fanatic card

EDUCATION

Bachelor of Arts: Purdue University, West Lafayette, IN May, 2010

Major: Communication — Public Relations and Advertising

SKILLS

- Strong written and oral communication
- Organization
- Time-management
- Working with deadlines/under pressure
- Proficient in Microsoft Office Suite, Microsoft Dynamics CRM, and Apple programs
- Experienced in Symphony and Point of Sale

AFFILIATIONS

- Public Relations Student Society of America 2006-2010
- Purdue University Alumni Association 2014-present
- Disney College Program Alumni Association 2014-present

References available by request.