

KRISTEN SHIFFLETT

EDUCATION	<p>B.A. in English: Concentration in Writing & Rhetoric, Minor in Electronic Journalism, George Mason University, May 2016</p> <ul style="list-style-type: none">• Cumulative GPA: 3.30• Relevant coursework: Web Authoring & Design, Document Design, Professional & Technical Writing, Online Journalism, News Writing & Reporting, News Editing <p>A.A. in Liberal Arts, Northern Virginia Community College, August 2012</p> <ul style="list-style-type: none">• Cumulative GPA: 3.413 (Cum laude)• Member of the academic honor society, Phi Theta Kappa	
WORK EXPERIENCE	<p>Macy's, Arlington, VA Sales Associate</p> <ul style="list-style-type: none">• Exceeded customers' expectations while generating sales• Met and surpassed sales goals• Offered timely service with a positive attitude while assisting customers• Provided product information and recommended different product options to customers• Handled cash, check, and credit card transactions via Macy's POS system <p>Star Selling Ambassador (SSA), Nov. 2015 - Jan. 2016</p> <ul style="list-style-type: none">• Utilized problem solving skills to resolve customer issues• Assigned tasks and goals to associates• Managed merchandise replenishment on department sales floor• Provided additional training to seasonal associates on customer service, procedures, and in product knowledge <p>Maloney & Mohsen, PLLC, Washington, DC Legal Assistant</p> <ul style="list-style-type: none">• Conducted and assisted on over 30 introductory interviews with prospective clients• Facilitated case management and utilized strong communication skills through calls and letters with clients and insurance agents• Aided in training and supervising four summer interns and one legal assistant/receptionist in their responsibilities and duties• Maintained physical and computer database case files in organization, upkeep, and production of records• Prepared expense packets for over 100 insurance claims• Reviewed medical records & billing for accuracy and claims relevancy <p>Data Entry Clerk – Aug. 2011 - Sept. 2011</p> <ul style="list-style-type: none">• Quickly learned use of Needles and entered case data for over 100 files.• Performed receptionist duties i.e. answering phones, taking messages	<p>July 2014 - Present</p> <p>Aug. 2011 - July 2013</p>
SKILLS	<ul style="list-style-type: none">• Experienced in most Microsoft Office programs, MS Word, Outlook, PowerPoint, etc.• Extensive experience with Needles, a legal case management software program• Basic to intermediate experience in coding HTML and CSS• Basic to intermediate experience in using Adobe InDesign and Photoshop• Extensive experience with various academic research databases• Approximately 65 wpm typing speed; 350 wpm reading speed	