

Delaney Ehn

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EDUCATION

Iowa State University

Bachelor of Arts, Communication Studies

- **Minor:** Leadership Studies, Event Management

Anticipated: May 2024

Ames, IA

GPA: 3.51/4.0

Related Coursework

- Communication Training and Development, Leadership in a Diverse Society, Public Speaking, Business Communication, Organizational Communication, Computer Literacy and Applications

WORK EXPERIENCE

Iowa State Admissions Call Center

Telecounselor

September 2021 – Present

Ames, IA

- Answer around 30-50 phone calls from students and parents a day
- Call prospective students about campus visits and recruiting
- Improve customer service skills by speaking with clients/customers over the phone
- Resolve and demonstrate effective interpersonal communication skills to resolve admission issues and questions of perspective students
- Advise perspective international students with varying English-speaking skills on their admissions concerns actively and with understanding
- Work in a collaborative environment of 15-20 employees
- Utilize problem solving and trouble shooting skills to transfer calls to the appropriate office

Woods Supermarket

Cashier

November 2018 – August 2022

Pocahontas, IA

- Provided customer service
- Stocked shelves
- Utilized attention to detail by placing & removing sales tags
- Checked in inventory from the truck
- Served as a point of contact when owners were out of office
- Demonstrated growth by taking on additional responsibility

LEADERSHIP/INVOLVEMENT

Iowa State University

- Communication Studies Club

August 2022 – Present

Ames, IA

PROJECTS

COMST 314: Communication Training and Development

Chapter Content Training

August 2022- December 2022

Ames, IA

- Trained other classmates on how to organize training programs
- Developed a training plan for efficient delivery
- Improved public speaking skills by presenting in front of classmates

SKILLS

- **Software:** Microsoft Office (Word, PowerPoint, Excel, Outlook), Google Workspace (Docs, Slides, Sheets, Gmail, Drive), WebEx, Zoom, Salesforce
- **Social Media:** Instagram, Facebook, Twitter, TikTok, Snapchat