

## Vanessa Sivets

Ames, IA | Medina, MN

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Portfolio: <https://sivetsv.wixsite.com/vsivets>

Communications graduate with business, accounting, and data analytics background able to eagerly apply effective communication and technical skills to the workplace. Enthusiastic individual with a desire to contribute to a mission through effective collaboration, client support, and continuous learning.

### EDUCATION

#### IOWA STATE UNIVERSITY

*Bachelor of Arts in Communications Studies, Minor in General Business*

**Ames, IA**

*Expected graduation, May 2023*

### QUALIFICATIONS

- Proficient in MS Office Suite, including Excel
- Displayed effective collaboration and communication through a Mastery of Community Leadership Certificate from DSM Intern Connection, July 2022
- Experience in writing and editing procedures: reviewed and rewrote Customer Care and Corporate Communications and Marketing departmental procedures at GuideOne
- Worked on Client Project for product creation of "DuoPal" that provided diverse opportunities to existing target market
- Created and handled financial invoices, billing tasks, and reports to contribute to the alignment of business goals
- Extracted data from surveys, interviews, content analysis, and observations and provided reporting to support Communication theories and concepts
- Analyzed Columbia and Under Armour's 2020 financial statements predict future growth
- Utilized Organizational Communication theories and concepts to consult with Cantamus Choir on areas of growth and improvement

### EXPERIENCE

GuideOne Insurance

#### *Customer Care Client-Facing Representative*

- Collaborated with Customer Care Leadership to establish OKRs for the department
- Reviewed process and procedural documents for accuracy and compliance
- Partnered with team members on claims and billing items to improve client experience
- Supported management on the organization of written emails, special reports, and action items.
- Collected information on account standings to improve revenue

**Des Moines, IA**

*May 2022 – Present*

Sam's Club

#### *Member Specialist*

- Maintained self-checkout area by addressing customer issues and concerns
- Promoted Sam's Club products and services through friendly communication
- Provided guidance and support to members regarding self-service technology
- Processed member purchases
- Assisted with payments, returns, refunds, and exchanges
- Assisted in leadership by covering as front end supervisor

**Ames, IA**

*September 2021 – May 2022*

Hy-Vee, Inc.

#### *C-Store Clerk*

- Addressed customer inquiries on products and services
- Handled transactions between customers and store and ensured cash intake was correct
- Managed cashier closing activities by balancing registers and lottery tickets
- Created a closing checklist for all employees to utilize
- Cleaned and maintain all store food appliances as well as store appearance
- Led store training for new employees on daily tasks

**Ames, IA**

*October 2020 – September 2021*

Commented [VS1]: Needs more "punch"

### **Extracurricular Activities**

- Iowa State Cantamus Choir President (May 2022-Current)
- Leadership Certificate – DSM Intern Connection (July 2022)
- YURtern Intern Program (May 2022-July 2022)
- Iowa State Cantamus Choir Vice President (May 2021-May 2022)
- Iowa State Cantamus Choir Treasurer (August 2020-May 2021)
- Iowa State Cantamus Choir (August 2019-Current)
- Three-year varsity letter softball athlete
- All-Conference honorable mention award, 2018

### **Volunteer Experience**

- Student Hockey Coaching
- Feed My Starving Children
- Try Hockey For Free
- Organized Goodwill donations