

# Olivia Danson

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## Education

- **High School Diploma**, Monarch High School
- **BA in Journalism (Broadcast)**, American University – *In progress*

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## Professional Experience - Overview

- Distinguished performance maintaining timely and accurate records of all volunteer members at Morikami Museum's festivals.
- Accurate calculation and managing of monetary transactions.
- Regularly greeted, directed, and guided patrons and guests of the Morikami Museum.
- Organized and oversaw new and old volunteers during festivals.
- Handled volunteer records.
- Facilitated customer satisfaction through immediate resolution of conflicts and efficient customer service.
- Provided leadership and support during festivals at the Morikami and as a volunteer assistant.
- Maintained efficient customer relationships.

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## Language Skills

- Intermediate French skills

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## Work Experience

<i>Volunteer Captain</i>	The Morikami Museum and Japanese Gardens	1/2008 - 7/2010
<i>Volunteer Assistant</i>	The Morikami Museum and Japanese Gardens	7/2007 - 7/2010

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## Computer Skills

- Proficient in MS Word and PowerPoint
- Basic MS Excel skills