**Kelsi E. Hairfield**

**971 Manakin Road● Midlothian, Virginia 23113 ● (804) 943-8575 ● Kelsi.Hairfield@live.longwood.edu**

**Objective**

To obtain a public relations position in order to utilize my skills in writing press releases, crisis plans, communication audits, networking, and generating publicity.

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| **Education**  Longwood University- May 2011 Overall GPA: 3.5   Bachelor of Arts and Science  Communication Studies  Concentration: *Organizational Communications and Public Relations*  John Tyler Community College- May 2009 Overall GPA : 3.6 *Associates in Arts and Science*  **Client-focused course experience**  **Internal Communication Audit**   * Conducted interviews/surveys to assess strengths and weaknesses of internal communication practices for a campus organization.   **Crisis Communication Plan:**   * Developed a communications plan for a crisis scenario for Whole Foods Market. * Defined the key publics for the crisis plan. * Prepared and delivered a press briefing and responded to reporters’ questions. |

**Work Experience**

**Champps Americana Restaurant**

Richmond, VA November 2008-Present

*Hostess*

* Used superior interpersonal communication skills to identify customer needs

and provide outstanding customer service.

* Experience working in a fast-paced, time sensitive, team environment.
* Trained 15 new staff members in restaurant policies and procedures.
* Utilized problem solving and negotiation skills to deal with difficult customers.

**Windy Hill Sports Complex**

Midlothian, VA June 2006- November 2009  
 *Pro shop worker*

* Utilized my skills in financial transactions.
* Customer Service representative.
* Enhance store merchandising.

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**Clubs**

Lamda Pi Eta Spring 2009-Present

*Communication Honor Society*

***References Available Upon Request***