**Mary L. Fleischhauer**

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**Professional Experience**

Pep Boys Auto, Lafayette, IN July 2009- Present

*Sales Associate/ Cashier*

* Create and execute product displays to promote products and keep them well organized
* Analyze customer’s product need in order for them to be well prepared for the work ahead and helping to build good customer relations
* Inform customer of sales and other items needed (add-on sales) to help them get the job done right the first time

Bennett’s Greenhouse, Lafayette, IN April 2005-May 2010

*Sales Associate/ Cashier*

* Designed in-store product advertisements to increase product awareness
* Diagnose customer’s plant problems in order to help solve their plant ailments
* Suggest products to help customers achieve desired results

Farmers Insurance Group, Lafayette, IN September 2007-September 2008

*Customer Service Representative*

* Ensure that customer’s information is correctly entered so policies are written properly
* Review policies and services to guarantee adequate coverage and protection
* Create a comfortable and relaxed atmosphere to ensure customer retention and satisfaction
* Call customers in order to set appointment to update policies and insure customer satisfaction

**Education**

Purdue University, West Lafayette, Indiana May 2011

Bachelors of Arts, Advertising and Public Relations

Minor: Art and Design

GPA: 2.9/4.00

**Relevant Coursework**

* Created a comprehensive advertising pitch for Barbasol (Advertising in the Electronic Mass Media, COM 336)
* Currently working on a PR campaign for Indiana Organ Procurement Organization (Problems in Public Relations, COM 353)
* Currently working with Almost Home Humane Society, helping them increase their advertising and pet adoptions (Problems in Advertising, COM 356)

**Awards**

* Employee of the month January 2011 at Pep Boys Auto