***LaNeka Brown***

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**Objective: Seeking a position that will aid in the development and use of my communication, organizational, and problem solving skills.**

***Relevant Course Work***

Fall 2011**Longwood University**  Farmville, VA

*Applied Organizational Communications Interview Conductor, Team Blue Ridge*

* Schedule a minimum of 5 interviews
* Take lead on developing interview guide and distributing to all team members for revisions
* Take lead on conducting interviews and coordinate with team to determine who else will conduct the interviews
* Contact interviewees with a reminder a day prior to the interview date to verify time, location, date of interview, and contact information for the person(s) conducting the interview; copy team leader on this message
* Ensure confidentiality of interview participants from anyone outside of the team and that quotes included in final report/presentation do not violate participant confidentiality

***Work Experience:***

8/09-04/10 **Dorrill Dining Hall, Longwood University** Farmville, VA

*Student Worker*

* Provided excellent customer service using interpersonal communication skills.
* Used negotiation and problem-solving skills in dealing with difficult customers.
* Followed regulatory compliance consistent with state and local ordinances.
* Management of replenishment of food and stocking of other items as needed.

11/08-1/09 **J.C. Penney** Richmond, VA

*Women’s Accessories Sales Associate*

* Daily use interpersonal communication skills while providing customer service.
* Used quick problem solving skills in a fast paced environment.
* Responsible for the stocking of floor items as needed.
* Handled money at the cash register and made sales.

***Other Relevant Experience:***

9/2007-6/2009 **Open High School** Richmond, VA

*Office Intern*

* Answered calls received in the front office.
* Provided teachers with attendance sheets made on Microsoft Spreadsheet.
* Worked closely with the guidance office for tasks such as scheduling visits for college recruiters, and appointments between students and the guidance counselor.
* Created displays for incoming college recruiters in order to ignite student interest in attending information sessions hosted by the recruiter.
* Created surveys which were passed out during class meetings, that helped indicate which schools they were interested in coming to visit the school.

*Interviewer*

* Interviewed incoming students of Open High School for the upcoming school year.
* Discussed the conditions of attending Open High, including mandatory volunteer hours, GPA requirements, and participation in school events to potential students.
* Played a role in deciding if a student would be a candidate for attending the school based on factors including grades, involvement, and personality.

**EDUCATION:**

Expected Graduation Date: May 2013 Longwood UniversityFarmville, VA **B.A. in Communication Studies**

**Concentration: Organizational Communication and Public Relations**

Overall GPA: 3.02

Major GPA: 3.0