Mary A. Lacey

SCHOOL ADDRESS PERMANENT ADDRESS

Longwood University 119 Northampton Blvd.

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**OBJECTIVE**

A marketing or sales position that allows me to use my interpersonal communication and writing skills regularly.

**EXPERIENCE**

***Outback Steakhouse*** Stafford, VA

Host Aug 2007-April 2009

* Provided excellent customer service using interpersonal communication skills and made sure customers were happy with where they were sitting.
* Used negotiation and problem-solving skills in dealing with difficult customers.
* Made sure customers were comfortable and happy while waiting during busy nights.
* Was able to organize how servers were sat throughout the night.
* Experience working in a fast-paced, time sensitive, team environment.

***Joe’s Crab Shack*** Fredericksburg, Virginia

server Summer 2010

• Provided excellent customer service using interpersonal communication skills.

• Used negotiation and problem-solving skills in dealing with difficult customers.

• Enforced regulatory compliance consistent with state and local ordinances.

• Experience working in a fast-paced, time sensitive, team environment.

***Hilldrup Moving and Storage*** Stafford, VA

Packer Summer 2011

* Assisted customers in helping pack their belongings safely during the process of moving.
* Took any special orders from customers of what they did and did not pack or what they wanted packed extra carefully.
* Took inventory of all boxes used during the job.
* Labeled each box with the proper room it came from and what is inside.

***Summer Conference Team*** Farmville, VA

Conference Associate Summer 2012

* Helped conference guests check in and out of the conference they were attending.
* Assisted customers who needed help carrying bags.
* Provided customer service to any need or concern a guest had.
* Setup Internet on guests’ computers when needed

**EDUCATION**

**Longwood University** Farmville, VA

***Bachelor of Arts, Communication Studies*** Expected May 2013

GPA: 2.6

***Client-focused course experience:***

* I have had several articles that I wrote for a major class requirement published in The Rotunda newspaper. These articles were written under a fast upcoming deadline that I worked diligently at reaching every time I wrote.