

LEE A. HANSEN

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QUALIFICATION SUMMARY

Served two summer internships with Neiman Marcus. Developed software program to facilitate guest check-in. Dependable and highly self-motivated. Excellent customer service and problem solving skills.

EDUCATION

Ohio University
Bachelor of Science in Business Administration
Major in Management

Athens, Ohio
May 2014
GPA 3.68

Education was fully funded through work and academic scholarships

EXPERIENCE

Night Manager
2011 - Present

Holiday Motel
Columbus, Ohio

Responsibilities:

- Supervise four employees
- Register guests and manage security protocol and system
- Maintain accounting and guest records

Achievements:

- Received Best Employee Award four times
- Promoted from housekeeping to front desk in less than two months
- Developed new front desk procedure which increased check-in efficiency

Intern
Summer 2011 - 2013

Neiman Marcus
Dallas, Texas

Responsibilities:

- Assisted head buyer for soft lines
- Analyzed sales for bedding products in the Southwest district
- Completed monthly sales variance reports

Achievements:

- Offered a full-time position

Skills

Management

- Developed skill in motivating employees
- Improved employee productivity

Communication

- Developed ability to communicate effectively with both employees and guests
- Able to write clear, concise memos and reports

Marketing

- Strong understanding of sales variances and interpretation
- Able to produce accurate sales reports

PROFESSIONAL MEMBERSHIPS

American Management Association - Student Member

AWARDS AND HONORS

2011 Golden Key Honor Society
2010 - Present Dean's List (every semester)

ACTIVITIES

2009 - Present Columbus T-ball League - Coach