



Robin Ussher

Leadership, Communication, and Service for 15+ Years

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SUMMARY

I am seeking a role in which to apply my qualified skillset to serve the public in an office setting. With a professional background in customer service, I am well-suited for a front desk position. My experience and character have made me an asset to a variety of businesses and organizations in the local community.

WORK HISTORY HIGHLIGHTS

Brioche Bakery and Cafe, Saint Joseph, MO — *Manager*

Feb 2017 - Dec 2020

- Daily front of house maintenance
- Customer service and food prep
- Implemented procedures to increase efficiency
- Daily inventory management
- Managed social media marketing and community involvement projects

Felix Street Gourmet, Saint Joseph, MO — *Retail Associate*

April 2018 - March 2020

- Daily customer service and product consultation
- Performed inventory management tasks
- Assisted with store transformation from strictly retail to a full-service wine and dessert bar

The Tiger's Den, Saint Joseph, MO — *Bar Manager*

July 2015 - Sept 2016

- Made and served cocktails to esteemed clientele
- Developed and curated an extensive menu
- Helped plan and set up for bar events
- Assisted in the ordering and receiving of inventory
- Contributed to social media advertising

Admissions Office, Missouri Western State University, Saint Joseph, MO — *New Student Programs Intern, Front Desk*

Oct 2010 - Dec 2013

- Performed front desk operations such as phone correspondence, scheduling campus tours, guiding students through the application process, and assisted faculty members with special tasks
- Hired, trained, and supervised a staff of student leaders
- Designed engaging and informative programs to assist new students with their transition into higher education

PRACTICAL SKILLS

- Written and Verbal Communication
- Critical Thinking
- Adaptability
- Networking
- Phone Etiquette
- Efficiency-driven
- Charismatic Leadership
- Inventive
- Loyal Team Player
- Detail-Oriented
- Multi-Tasking

SERVICE HIGHLIGHTS

- Kennel and adoption volunteer for the Friends of the Animal Shelter 2008-2010
- Ran a beta test for a social action project at the Josephine Women's Expo in October 2017
- Coordinated 900+ students in a yearly citywide service project through Missouri Western State University from 2010-2013

HIGHER EDUCATION

Missouri Western State University, Saint Joseph, MO —
Multi-Departmental Studies

Aug 2008 - Dec 2013

-Accrued 150 credit hours focused in English-Journalism, Convergent Media,
Psychology, and Theatre

-Served in a leadership role for a variety of student organizations including Psi Chi,
Western Activities Council, and Student Government Association

PROFESSIONAL REFERENCES

Carole Dunn

Marketing/Events, Saint Joseph News-Press

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Jennifer Hall

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Kristen Neeley

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