

Courtney Fox

(502) 727-1248

courtneyfox324@gmail.com

Linkedin: Courtney Fox

Objective

Administrative Assistant

Skills

- Proven efficient communicator and customer focused
- Familiar and competent with Microsoft Office including Word, Excel, and PowerPoint
- Effective worker in high stress situations
- Extreme organization in tasks, deadlines, and thought processes
- Creative and innovative employee

Education

Bachelor of English Studies, Emphasis in Literature and Professional Writing, May 2016
Minor in Communication Studies
Western Kentucky University, Bowling Green, KY

Study Abroad Summer 2016
KIIS Travel Program
Italy: Florence, Siena, & Rome

Study Away Program Spring 2014
Disney College Program
Internship

Related Course Work

- | | |
|--------------------------------|-----------------------------|
| • Advanced Composition | Literary Theory |
| • Journalism Writing | Study of Italian Culture |
| • Broadcasting | Intercultural Communication |
| • Business Writing | Small Group Communication |
| • Creative non-fiction Writing | Leadership Communication |
| • Advanced Public Speaking | British Literature Studies |
| • Study of Rhetoric | American Literature Studies |
| • African American Studies | Critical Listening |

Work Experience

Humana Health Care: Temporary Enrollment Specialist August 2016 to November 2016
Humana- Louisville, KY

- Edit discrepancies found in member applications

- Extensive experience in customer service via phone calls, face to face encounters, and electronic communication
- Knowledge in privacy laws
- Responsible for private information
- High levels of accuracy in editing and attention to minor details

Verbena Café Waitress/Hostess

September 2010 to Present

Verbena Café- Louisville, KY

- Place and receive weekly restock orders to update restaurant materials
- Accurately receive and deliver orders to paying customers
- Interact constantly in a professional manner
- Organize and keep track of all cash and credit card payments
- High customer satisfaction expectations

Cast Member in Walt Disney World Parks and Resorts

January 2014 to September 2014

Epcot, and Hollywood Studios Parks- Orlando, FL

- Promoted to trainer in Quick Service at Liberty Inn
- Proficient in 4 Main Keys: Safety, Efficiency, Show, and Courtesy
- Intensive multiple training programs
- Expert guest service with extreme professionalism
- Knowledge in all 4 parks, 2 water parks, and resorts
- Practice with, at minimum, thousands of customers per day
- 40 hours per week at minimum
- Extensive communication skills
- Communication skills with non-English speaking guests

Pet Sitter for Pet Love Pet Sitters

January 2009 to January 2014

Pet Love Pet Sitters- Louisville, KY

- Responsible for organization of scheduling, records, and payment methods
- Minimal medical background with animals
- Entrusted with multiple peoples homes and pets
- Available during late hours

Activities & Community Service

Chi Omega Sorority of the Chi Theta Chapter

Fall 2012 to May 2016

Western Kentucky University- Bowling Green, KY

- Current Alumni status
- Held leadership chair in Homecoming and Greek week affairs
- Wide range of community service events across the Bowling Green community
- Maintained a 3.0 GPA

Miracle Dancer Trainer

Fall 2007 to May 2012

Diane Moore Dance Academy-Louisville, KY

- Trained children with all ranges of disabilities in the art of dance
- Volunteer for WHAS Crusade for Children

References

- Available Upon Request