Katie Cowan

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Email: KatieLCowan02@gmail.com

SKILLS AND QUALIFICATIONS

- **Data Base User Interface Software**: CRM Advance, Scholarship Manager (SM), WebPress, OMNI, and Colleague
- **Operating System Software**: Microsoft and Apple macOS
- **Coordination and Monitoring**: Being aware of employees' actions and assessing performance
- **Oral Comprehension and Expression**: Able to speak clearly and understand ideas and problems presented in words and ability to effectively communicate those ideas to others

EXPERIENCE

Missouri State University Springfield. MO 65802 January 2022 – Present

Graduate Assistant – Alumni Relations (Spring 22) Donor Relations/Special Events (Summer 22 - Present)

- Assists in planning and coordinating Alumni, Donor, Staff, and Misc. university events, promotion of events, preparing décor and gifts for the events/attendees, updating attendee lists as needed, mailing invitations and other items
- Uses CRM Advanced to ensure event attendees/donors have accurate information on file
- Communicates regularly VIA email and phone with staff, venues, and rental agencies
- Updates scholarship information through Scholarship Manager (SM), Web Press, and OMNI
- Assists with other various office needs such as: running errands, purchasing supplies, managing inventory of supplies proof reading, mailing, and other work related tasks as needed

Ozarks Technical Community College Springfield, MO 65802 February 2021 – January 2022

Student Services Representative

- Assisted students with account issues, application, and financial information.
- Provides information on programs and campus
- Provided customer service, handled unhappy customers to enhance their experience, forms bonds with students to help assist them on their academic journey
- Uses systems such as colleague, perspective content, Microsoft teams, OneNote to make requested changes to student accounts

Fireworks Supermarket Springfield, MO 65803 April 2016 – May 2020

Manager/Sales Associate

- Worked alongside two other managers, supervised 2-10 employees, trained new employees on stocking/cleaning procedures, operating the registers, and techniques to effectively sell products to customers
- Prepared financial and inventory statements, handled money, and competed with sales amounts for the previous year
- Provided customer service in sales, returns, and damaged items

EDUCATION

- Certificate in Conflict Dispute Resolution May 2022
- BS in Communication Studies May 2022
- MA in Communication from MSU May 2023
- Certificate in Applied Communication May 2023

VOLUNTEER

Speech & Debate Judge

Judged at various tournaments for high schools in the Springfield metropolitan area.

Vicki Stanton Public Speaking Showcase

Served as an administrative member to coordinate the VSPSS for the Department of Communication at Missouri State University.