

BROOKE CURTIS



533 E. 4th Street. ■ Bethlehem, PA 18015 ■ Phone: 610-555-0003
Email: brookecurtis@yahoo.com

■ ■ ■ OBJECTIVE

Assist Lehigh University Department of Athletics head softball coach in coordinating a comprehensive softball program, using strong interpersonal communication and organizational skills, along with coaching, intercollegiate playing, and leadership background.

■ ■ ■ PROFESSIONAL PROFILE

- High-achieving Lehigh alumna with experience in coaching, interacting with Lehigh students, facilitating student academic success, fundraising, and organizing operations.
- Award-winning former collegiate softball player well-versed in NJCAA rules and regulations.
- Goal-oriented professional whose tenacity and keen attention to detail lends itself well to assisting in planning, managing, administrating, and directing Softball Program.
- Valuable team player with the proven organizational skills to maintain office organization, handle correspondence, and assist student-athletes with academic progress, planning, and scheduling.
- Effective communicator with well-honed training and facilitation skills, along with proven track record in establishing and maintaining effective collaborative relationships with students, fellow employees; program boosters, and public constituencies.
- Computer-literate performer, proficient in MS Office Suite – Word, Excel, PowerPoint, Access, Outlook – as well as adept with multimedia presentations.

■ ■ ■ EDUCATION

Bachelor of Science in Business and Economics, Lehigh University, Bethlehem, PA, May 2008

■ ■ ■ HIGHLIGHTS OF PROFESSIONAL SKILLS AND ACCOMPLISHMENTS

Sports Coaching and Participation

- Coached numerous youth softball and cheerleading teams.
- Played NJCAA Division I softball at Grayson County (TX) Community College on full athletic scholarship; practiced 4-6 hours daily, held three part-time jobs, and learned NJCAA softball rules.
- Earned NJCAA Conference Scholar Athlete Award and Texas Community College Activities Association "All-Academic Team" in Women's Fast-pitch Softball, 2005-2006.
- Played key role in numerous cheerleading, soccer, and softball sports clinics.
- Participated in travel ball 2003-2005 and intramural softball at Lehigh.

Leadership ~ Teaching/Training

- Developed course materials for first-year business experience course as Teaching/Research Assistant at Lehigh University College of Business and Economics.
- Led first-year business experience class discussions of core concepts in all areas of business study.
- Created and facilitated team-development exercises for first-year business experience course.
- Informally counseled first-year students regarding academic and personal problems.
- Coordinated "Ropes Course" events for 175 first-year business experience student participants.
- Researched experiential learning methods and tools.
- Led a Relay for Life team of middle- and high-school students who raised more than \$1,000 for the American Cancer Society for two consecutive years; as Team Captain, also oversaw numerous other fundraising events.
- Conducted company-wide training session for newly developed compliance program.
- Recruited, interviewed, and trained T&S Auto Sales employees as Assistant to Chief Executive Officer/President at T&S Auto Sales; trained T&S Auto Sales finance managers and sales manager in safety, customer service, and employee relations.

Interpersonal Communication

- Develop and maintain long-term relationships with diverse customer groups as Assistant to Chief Executive Officer/President at T&S Auto Sales; smooth customers' ruffled feathers and resolve issues, achieving excellent track record in bringing staff and customers to mutually satisfying outcomes.
- Sell extended warranties and insurance policies to T&S Auto Sales customers.
- Negotiate T&S Auto Sales loan agreements with network of financial institutions.
- Recruited up to 30 members to Student Alumni association and revived moribund organization.

Administration ~ Organization ~ Process Improvement

- Mastered all operational aspects of automotive Finance and Insurance function as Assistant to Chief Executive Officer/President at T&S Auto Sales.
- Spearheaded several initiatives to enhance smooth operations at T&S Auto Sales, including creating and implementing customer-safeguarding program at T&S Auto Sales to comply with federal privacy regulations.
- Assumed full operating responsibility for T&S Auto Sales' Finance and Insurance function during two-month transition period; quickly mastered learning curve and met targeted monthly figures after just a few months of training.
- Collaborated with T&S Auto Sales senior managers to develop benchmarks and standard procedures.
- Planned and coordinated Lehigh Weekend alumni activities as Assistant to the Assistant Director of Alumni Relations for Lehigh University Office of Alumni Relations.
- Represented student body at various alumni and development events.
- Processed information requests for prominent alumni.
- Played key role on class team that created human-resource manual for SCORE (Counselors to America's Small Business), to be distributed to startup and small-business owners.

■ ■ ■ PROFESSIONAL EXPERIENCE HISTORY

Assistant to Chief Executive Officer/President, T&S Auto Sales, Bethlehem, PA, Summers 2006 to present

Teaching/Research Assistant, Lehigh University College of Business and Economics, Bethlehem, PA, Aug. 2007 to May 2008

Assistant to Assistant Director of Alumni Relations, Lehigh University Office of Alumni Relations, Bethlehem, PA, Aug. 2007 to May 2008

■ ■ ■ HONORS AND ACTIVITIES

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| - Outstanding Management Senior Award, 2008 | - President, Student Alumni Association, 2005-2008 |
| - Member, Society for Human Resource Management, 2007-2008 | - Board of Trustees, Alumni Student Representative 2005 |
| - Dean's List, Honor Roll, 2005-2007 | - Captain, Relay for Life Team, American Cancer Society, 2005-2006 |

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