

Michelle Andersen

139 Sutro Heights Ave, San Francisco, CA 94121
mixmoo@gmail.com, (415) 963-2289

Summary of Qualifications

- Excellent customer communication skills based on extensive experience
- Proven large event food service and management experience
- Detail-oriented and tireless performance

Education/Training

Loyola Marymount University B.A. Communications Los Angeles, CA

Work Experience

Customer Service **San Francisco, CA** **March 2014 – Present**
Pet Camp

- Liaise with attendees at events to garner in-bound sales leads
- Execute tour of facility with turn potential new customers into existing customer
- Follow talking point script to convert sales leads to customers
- Field and convert all new phone inquiries into reservations

Event Marketing **San Francisco, CA** **July 1999 – Present**
Yahoo!, Ask.com, Oodle, Netflix, Glympse, Zillow, Hotels.com, Wal-Mart and more

- Marketing products at key events/conferences
- Liaise with event attendees to gain new customers
- Utilize information to create all communications materials, including press releases, fact sheets, Q&A, frequently asked questions, product descriptor sheets and more
- Garner positive media coverage that highlight the company's best assets

Public Relations Contracting: Non-Profits **San Francisco, CA** **Sept. 2006 – Dec. 2011**
NARAL California, Planned Parenthood, United Way

- Arranged public affairs event logistics
- Media trained public and political figures
- Garnered press attendance (television, print, online) and positive event coverage

Other Work Experience

Brand Ambassador	Fine World Foods	San Francisco, CA
Greeter/Usher	Salesforce Convention	San Francisco, CA
Waitress	Anthony's Restaurant	El Segundo, CA
Cashier	LMU Bird's Nest	Los Angeles, CA