

# Renee Brown

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952.452.2137

An adaptable, conscientious, enthusiastic and self-motivated individual with vast experience in heavily customer service based writing and editing roles. Excellent communications skills with consistent follow through when completing tasks. Works well within a team while maintaining independent technical judgment.

## PROFESSIONAL EXPERIENCE, SKILLS AND COURSES

- Journalism
- Social Media
- AP Style
- Customer Service
- Microsoft Office
- Planning and Organization
- Writing for the Media/Internet
- Creating Content
- Critical Writing

**Federated Insurance Companies**, Owatonna, MN

**Jan. 2017 - Present**

*An insurance company focused on providing the best possible service to its clients and community.*

### **Administrative Assistant – Agency Operations (Primary Source Insurance)**

Handles incoming phone calls and organizes content to ensure correspondence within the department.

- Checks carrier websites daily for updates and notifications to send to Marketing Reps and PSI employees
- Stays on top of policy mailing and distribution
- Enters information accurately into PSI's system regarding changes or updates to accounts
- Provides backup to other admins if they are out of the office
- Creates procedure changes as needed and updates others of these changes
- Communicates with Marketing Reps, Clients and Co-workers to ensure information is passed along

**Northfield News, Faribault Daily News**, Northfield, MN

**Dec. 2015 – Dec. 2016**

*A news organization focused on reporting relevant and engaging information in a timely manner.*

### **Editorial Assistant**

Effectively provided detailed, accurate written material to meet community needs for Northfield and Faribault

- Wrote a monthly column and additional weekly articles for the Northfield News, Scene Magazine
- Handled all obituary processing and scheduling for Northfield, Faribault, Kenyon and Lonsdale
- Organized and scheduled calendar items, briefs, press releases and announcements
- Edited guest columns, letters to the editor and contacted customers frequently
- Worked well under deadlines for two publications and conducted numerous interviews
- Handled the front desk as needed, greeted customers and helped meet their needs

**Marshalls**, Lakeville, MN

**July 2015 – Sept. 2016**

*A heavily customer service based retail organization which provides products to meet sales goals.*

### **Sales Associate**

A fast paced position that requires communication, motivation and the ability to multitask.

- Possessed the ability to work in every department without issue
- Took on responsibility and handled projects independently or with others
- Demonstrated flexibility with tasks, carried out instructions and connected with customers

**Writing Center – UW-Stout**, Menomonie, WI

**Jan. 2013 – May 2015**

*A client-based student service focusing on bringing one-on-one help to teach writing skills and strategies.*

### **Tutor**

Focused on effectively providing guidance based on individual client needs.

- Managed the UW-Stout Writing Center Facebook page
- Developed handouts to further help students with certain writing aspects
- Knowledge of AP, APA and MLA style
- Experience with English as a Second Language (ESL) students

**Tainter Menomin Lake Improvement Association**, Menomonie, WI

**Jan. 2014 – May 2014**

*An environmentally aware organization that promotes the education and preservation of water quality.*

### **Public Relations Intern**

Wrote educational and informative articles to inform the public of the organization's events and goals.

- Collaborated with members to create accurate print material
- Attended conferences and workshops to represent the organization and gather information
- Produced content in a timely manner and by assigned deadlines
- Conducted interviews and transcribed them for accurate quotes

**Sunflower Staffing**, Lakeville, MN

**2010 – 2012**

*A marketing company that promotes select samples of products to customers in stores.*

### **Independent Contractor**

- Actively and enthusiastically gave selling points to boost sales of specified products
- Interacted and engaged with multiple customers at a time
- Independently created my own schedule

## **EDUCATION**

**University of Wisconsin Stout - Menomonie, WI**

**2011– 2015**

**Degree:** Professional Communication and Emerging Media - Concentration in Applied Journalism

**Minor:** Fine Arts    **CGPA:** 3.58

## **REFERENCES**

**Rich Larson** – 612-756-0490

**Kim Eul** – 507-334-0340

**Diane Cole** – 952-212-733