

Shannan Rowan

502 Elm Street
Tomah, WI, 54660
608-377-1094
rowanshannan@gmail.com

Education

Digital Marketing - Associate of Applied Science *Anticipated Graduation, Spring 2025*
Western Technical College, La Crosse WI
Business Management - Associate of Applied Science *Summer 2023*
Western Technical College, La Crosse, WI

Academic Achievements

Presidents List - *Fall 2021, Fall 2023, Spring 2024, Summer 2024, Fall 2024*
Awards - *Outstanding Student Employee 2023-2024*

Student Organizations

Student Government - *Parliamentarian, Lt. Governor 2024-2025*
Democracy Fellowship- *Fall 2024, Spring 2025*
Equity Leaders- *2024-2025*

Qualifications

- Strong leader, able to make strategic decisions grounded in the historical context of team
- Ability to build a dedicated team, using empathetic listening to assign team members to the best position that plays to their strengths
- Strategic thinker, anticipates problems and takes initiative to find solutions to mitigate them
- Demonstrates proper communication by active listening and requesting further information if clarification is needed
- Meets deadlines when assigned, prioritizing multiple projects based on urgency of needed completion time

Relevant Employment History

Front Office Coordinator, TheSpace, Western Technical College, La Crosse WI *July 2021 - Present*

- Managed inventory and replenishment of snack and hygiene baskets, ensuring availability and a clean, organized workspace to enhance accessibility for students and staff.
- Managed inventory and operations for the Cavalier Cupboard, overseeing volunteers, operating company vehicles, and maintaining nonprofit partnerships.
- Assisted students in scheduling meetings with Career Services, Inclusion Coordinators, and Advisors.

Shift Leader, Molter's Fresh Market, Tomah, WI *August 2019 - November 2019*

- Supported team transitions and upheld customer service standards.
- Operated the Wisconsin State Lottery machine, processed ticket sales, and ensured compliance with state regulations.
- Managed cashier and bagger break schedules, ensuring adherence to store policies while maintaining efficient customer service during peak hours

Work History

Customer Service Representative, Teleperformance, West Salem, WI *September 2016, Summer 2020*
Cashier/Service Desk, Festival Foods, Tomah, WI *October 2017 - August 2018*