**Victoria Gurganus**

**10817 New Rd. (757) 651- 9198**

**Ivor, Virginia 23866 Victoria.marks@live.longwood.edu**

**Education**

**Bachelors Liberal Studies**

Longwood University 2019

*National Society of Leadership and Success,* GPA: 3.33

**Associates in Arts and Science, Education**

**Associates in Arts and Science, Business Administration**

**Certificate, General Education**

Paul D. Camp Community College 2015

*Phi Theta Kappa Honor Society,* GPA: 3.581

**Work Experience**

**Reading Assistant** October 2017-May 2018

Prince Edward Elementary- Longwood University Farmville, Virginia

* Provided extra pressure-free reading practice in Kindergarten classroom.
* Provided extra supervision in Kindergarten classroom.

**Cook** August 2016-May 2017

Chick-Fil-A Farmville, Virginia

* Assembled and labeled products in a timely manner
* Multi-tasked in busy environment
* Maintained cleanliness during work hours and at closing

**Cashier** June 2012- August 2016

June 2017- August 2017

Dairy Queen Franklin, Virginia

* Took orders and payment
* Delivered customer orders to table, or out window
* Ensured cleanliness of lobby

**Office Assistant, Admissions Office** June 2013 – April 2014

Paul D. Camp Community College Franklin, Virginia

* Served as office assistant in admissions in community college setting
* Assisted with various projects including filing, record keeping, preparing letters and documents
* Team player assisted with special projects and special events, including new student orientation
* Responsible multi-tasker provided excellent customer services to faculty, staff and students

**Retail Representative**  October 2012 – December 2012

Virginia Diner Call Center Wakefield, Virginia

* Served as a retail representative in the call center of a historic Virginia diner
* Responsibilities included accepting phone orders, processing payments, and ensuring accurate data entry to include customer information, gift orders and shipping labels
* Provided first-rate customer care along with assisting with ordering and shipping issues

**Cashier Representative** May 2012 – August 2012

Tropical Smoothie Café Suffolk, Virginia

* Worked independently and as a team player in a fast-paced, health food franchise
* Served as front line representing taking orders, handling payments, and announce orders
* Asset in customer service and in ensuring cleanliness and quality of store appearance

**Front Desk Clerk**  November 2011 – March 2012

Resort & Hotel Ivor, Virginia

* Key player at locally-owned, family-oriented campground resort and hotel facility
* Managed room reservations, customer files, merchandise sales, and marketing
* Operated self-contained management operating system software program

**Naval Sailor**  November 2010 – August 2011

Various Bases United States

* Managed office, appointments, filing, record keeping, and incoming service members
* Point of contact, under the direction of the Chaplain, provided crisis management
* Assisted with special events and attended professional development trainings, including a Suicide Prevention and Awareness Training
* Assisted with training colleagues to ensure quality performance during quarterdeck watch