

ABIGAIL S. COLLINS

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OBJECTIVE

Professional communications position requiring solid writing, public relations, technology and customer service skills.

EDUCATION

BA in Speech Communication, Concentration in Public Relations May 2013

University of Maine Orono, Maine

Accumulative GPA: 3.61 (4.0 scale)

Research Projects:

- *Gender differences in communication of on-line computer support groups for cancer patients*
- *The importance of public relations to the viability of the health care industry*
- *The influences of communicative competence upon roommate relationships* presented at the College of Liberal Arts and Sciences Undergraduate Research Conference

Worked a minimum of 15 hours per week throughout undergraduate studies

HONORS AND AWARDS

Presidential Academic Achievement Pin - 3.5 or higher grade point average

Phi Kappa Phi National Honor Society, University of Maine Chapter, November 2012

University of Maine All Maine Women Honor Society, Historian, Class of 2013

Alice S. Alying Academic Achievement Scholarship, four-year tuition, 2009-2013

Chester E. Bogushas New England District of Circle K Scholarship, 2012

Hannaford Regional Shop n' Save Academic Scholarship, 2010

EXPERIENCE

Special Projects Assistant UMaine Tutor Program Orono, Maine (Academic years 2110-2013)

Worked closely with the director of the tutoring program as senior intake staff member. Interviewed students to assess academic assistance needs. Processed paperwork for assignments. Demonstrated ability to multi-task with efficiency and accuracy.

- Assisted in processing payroll for a staff of 65 employees.
- Developed and implemented a public relations campaign for the Tutor Program including the creation of promotional materials: press releases, public service announcements, ad copy, brochures, news and feature stories for print and website.
- Coordinated an on-line computer conferencing system resulting in improved communication between office and tutors as well as reduction in paperwork.
- Designed an effective training program for five new employees: How to improve upon completing the intake questionnaire.

Bank Teller Key Bank of Maine Auburn, Maine (Summers 2010-2012)

Processed financial transactions accurately and timely. Resolved customer problems and offered information about products and services.

- Recognized for daily accuracy in proofing procedures.
- Demonstrated trustworthiness and reliability: re-hired for three consecutive summers. Processed retail sales and returns. Provided customer service assistance to shoppers.
- Exceeded minimum sales requirements per shift, including credit card application sales.

Retail Sales Associate Fashion Bug Clothing Store Lewiston, Maine (Summer 2009)

Processed retail sales and returns. Provided customer service assistance to shopper.

- Exceeded minimum sales requirements per shift, including credit card application sales.

COMMUNITY INVOLVEMENT

Manna Soup Kitchen, **Volunteer** since 2008

University of Maine Circle K International Club, **President** (2011), **Secretary** (2010), **Member** since 2010

- Organized service projects to benefit campus and community
- Raised over \$6,000 for charities through our annual charity ball and Walk for Humanity fundraisers