

Charis M. Ellison

WORK EXPERIENCE

John Ed Keeter Public Library

City of Saginaw

June 2018—August 2018

Summer Circulation Assistant

- Worked circulation, checking materials in and out, shelving, assisting patrons
- Designed, wrote, and created an illustrated manual of circulation procedures
- Conceived and crafted special displays highlighting library materials & events
- Created digital and hand-lettered signage for library activities & special events

Equifax

formerly Rapid Reporting

August 2009—April 2018

Quality Assurance Specialist

- Pulled reports, sorted and distributed work to a team of 4-6 agents
- Performed fact checking & quality control on work from multiple departments
- Maintained and updated multiple complex Excel spreadsheets
- Created reports documenting trends in quality for distribution to management

Saxon Mortgage

via Cornerstone Staffing

Oct. 2008—April 2009

Temporary Office Assistant

- Clerical office assistant including filing, fact-checking, data entry, Excel

Office of Alumni Relations

Hardin-Simmons University

Jan. 2006—May 2008

Student Assistant

- Clerical office assistant, reception, phones, research, filing, mass mailings
- Event planning, organization, preparation, set-up/take-down
- Light proof-reading/writing copy for the *Range Rider* alumni magazine

EDUCATION

Denver Publishing Institute ▪ Post Graduate Program

Graduation: **August 2008**

Wrote reader's reports, copy-edited and proof-read manuscripts, prepared mock marketing and publicity campaigns, wrote copy for mock ads and press releases, prepared a children's book proposal, and participated in workshops pertaining to all areas of publishing.

Hardin-Simmons University ▪ Bachelor of Arts

Graduation: **May 2008**

Major/Minor: English Literature/Communication

GPA: 3.5

Scholarships/Honors: Four Year Presidential Scholarship

Dean's Honor List

Who's Who in American Colleges and Universities - 2007

COMPUTER SKILLS

- Highly proficient with Microsoft Office 2010, 2007, XP, and Vista
- Highly proficient with Microsoft Word, Excel, PowerPoint, Outlook, Publisher
- Experienced with share drives, shared calendars, etc.
- Typing speed approximately 85 WPM

ADDITIONAL SKILLS

- Experienced in customer service, including phone etiquette
- Excellent organizational skills, experienced in time management and prioritization
- Excellent communication skills, particularly experienced in writing clear, concise manuals
- Creative and artistic abilities, including calligraphy, creating crafts, decorating events, costume design and construction, etc.

VOLUNTEER WORK EXPERIENCE

National Center for Children's Illustrated Literature

Summer 2007

10th Annual C.S. Lewis & Inklings Society Conference

March 22-24, 2007

HSU Theatre Costume Designer/Mistress

Four productions, 2006 – 2007

HSU Theatre Stage Manager

Two productions, 2004 – 2005