

Stacey A. Shores

2914 Newport Road ♦ St. Joseph, MO 64505

PHONE (816)273-1796

staceyshores@hotmail.com

OBJECTIVE	To obtain a full time position in the field of technical communication or design.		
EDUCATION	Missouri Western State University	St. Joseph, MO	2002- May 2007
	<ul style="list-style-type: none">♦ B.A. in English with an emphasis in Technical Communication♦ Minor in French		
	COURSES	SKILLS	
	<ul style="list-style-type: none">♦ Desktop Publishing♦ Writing for the Internet♦ Electronic & Online Comm.♦ Technical Documentation♦ Worlds of Tech. Comm.♦ Basic News Reporting♦ Multimedia Authoring	<ul style="list-style-type: none">♦ Adobe Dreamweaver MX♦ Macromedia RoboHelp♦ Adobe Photoshop CS2♦ Adobe InDesign CS & FrameMaker♦ Quark♦ Microsoft Suite & OpenOffice Suite♦ Flash/Audacity/iMovie/Final Cut Pro	
EXPERIENCE	Missouri Western State University	St. Joseph, MO	May 2006 – May 2007
	<i>INTERN - HONORS DEPARTMENT</i>		
	<ul style="list-style-type: none">♦ Create and maintain a policy & procedure manual for the Honors department♦ Assist in the daily operation of the Honors department		
	Missouri Western State University	St. Joseph, MO	Jan. 2006 – May 2007
	<i>MANAGING EDITOR – THE GRIFFON NEWSPAPER</i>		
	<ul style="list-style-type: none">♦ Maintain assignment list and storyboard♦ Supervise work of photo and graphic staff♦ Assign and produce artwork, info-graphs, and photography		
	<i>DESIGN EDITOR – THE GRIFFON NEWSPAPER</i>		
	<ul style="list-style-type: none">♦ Prepare artwork, info-graphs, and photographs for printer♦ Assist with layout and editing of pages		
	Chu's Garden Restaurant	St. Joseph, MO	May 2006 – May 2007
	<i>HOSTESS & CASHIER</i>		
	<ul style="list-style-type: none">♦ Greet and seat customers♦ Operate point-of-sale terminal & double as shift supervisor		
	Choices of St. Joseph	St. Joseph, MO	April 2002 – Aug. 2006
	<i>MRDD AID</i>		
	<ul style="list-style-type: none">♦ Provide home and health services to mentally handicapped people in their own home♦ Maintain certification in; MRDD med tech, First Aid, CPR, Abuse & Neglect, Diabetes & Shot Administration, Fire Safety, as well as HEPA privacy laws and regulations		
	USA 800	St. Joseph, MO	Oct. 1995 – Nov. 2001
	<i>CALL CENTER MANAGER</i>		
	<ul style="list-style-type: none">♦ Supervise a staff up to 100 people in the St. Joseph Call Center♦ Responsible for productivity and service level goals♦ Analyze the call centers daily reports and create work measurements♦ Revise and maintain the Shift Managers policy & procedure manual♦ Cross-train and assist as needed in; Human Resources, Training, Customer Service, Scheduling, Shift Management, as well as AT&T Administration		
ACTIVITIES	<i>MWSU SOCIETY OF TECHNICAL COMMUNICATION</i>	♦ President 2006 – 2007, Vice Pres. Fall 2005	
	<i>NON-TRADITIONAL STUDENT ASSOCIATION</i>	♦ Active member 2002 - 2007	
	<i>CANVAS & MOCHIA REVIEW STAFF</i>	♦ Reader Fall 2007	