

**Roseanne S. Wholihan – 27688 Avondale Street – Inkster, MI 48141 517.575.9273 -
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SYNOPSIS: Student with multiple certifications, skilled in management, training, customer relations, and social outreach programs. Seeking a career in helping community members achieve social, economic, and educational advancement.

EDUCATION & CERTS: *University of Michigan-Dearborn* Dearborn, MI
Major: Women's & Gender Studies August 2014 - Present
Minor: Sociology G.P.A: 3.9

Virtual Center of Excellence Online
Infection Control & Standard Precautions Certification August 2015
HIPAA Basics Certification August 2015
Abuse & Neglect: Reporting Requirements Certification August 2015

Henry Ford Community College Dearborn, MI
Associate in Business May 2011
Associate in Liberal Arts May 2013

HONORS & AWARDS: University of Michigan-Dearborn Difference Maker March 2016
University of Michigan-Dearborn Deans List December 2014 -2016
Intern of the Year Award University of Michigan-Dearborn December 2015
Golden Key International Honour Society November 2015
Tau Sigma National Honor Society February 2015
Phi Theta Kappa Honor Society January 2014

WORK EXPERIENCE: *Starfish Family Services Youth Crisis Center* Inkster, MI
Residential Technician Intern September 2015 – Present

- Offered paid position at end of internship
- Supervise youths ages 12 to 20 in a live-in center atmosphere
- Teach life skills including cooking, cleaning, hygiene, communication, etc.
- Hold daily group discussions on current events and issues
- Respond to crisis calls with urgency, authority, and empathy
- Perform intake paperwork with youth and accompanying family members
- Submit daily youth shift summaries

Days Inn & Suites Romulus, MI
Director of Sales & Guest Services January 2010 – Present

- Screen resumes for employees, interview candidates, hire employees
- Train and Supervise employees at front desk, sales, and guest relations
- Provide employees daily assignments from front desk to sales work
- Update, organize, and manage all hotel records
- Book large groups, event space, and contracts
- Handle customer complaints on various media platforms
- Fluent use of Microsoft Office Word, PowerPoint, Excel and Access
- Write schedules, contracts, and interoffice memorandum

The Car Whisperers Livonia, MI
Director of Marketing & Office Manager June 2011 – December 2013

- Designed and executed all promotional and marketing material
- Developed and updated online marketing, including Google AdWords and Bing
- Ran all social media websites
- Created and implemented accounting materials along with use of QuickBooks
- Constructed and maintained customer and cashiering profile systems