

# Lillian Moss

## SUMMARY

Motivated and creative professional with more than 2 years of social media and marketing experience. Proven to be a great team leader with excellent organizational skills.



816.728.1874



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Kansas City, MO

## EDUCATION

### BA, MASS MEDIA & CONTEMPORARY JOURNALISM

2009-2014

WASHBURN UNIVERSITY  
TOPEKA, KS

## SKILLS

### TECHNICAL

MICROSOFT OFFICE

ADOBE SUITE

CONSTANT CONTACT

WORDPRESS

### PERSONAL

CONFLICT RESOLUTION

DECISION MAKING

ATTENTION TO DETAIL

TIME MANAGEMENT

ACCOUNTABILITY

TEAM LEADERSHIP

## WORK EXPERIENCE

### SECRETARY

*Saint Luke's North Hospital | Kansas City, MO | 2016-Present*

Handle and screen incoming telephone calls. Provide office services and support for therapists by inputting data, gathering information and maintaining files. Enhance the hospital's customer service reputation by assisting patients, visitors and therapists to resolve expressed concerns.

### GRAPHIC DESIGN & SOCIAL MEDIA SPECIALIST

*United way of Greater Topeka | Topeka, KS | 2014-2016*

Create content for social media platforms such as Facebook, Twitter and Instagram. Design marketing materials including flyers, brochures and posters. Compose news releases and monthly newsletters distributed to more than 14,000 individuals, including the United Way of Greater Topeka board of directors, donors and volunteers.

### CASHIER/FITTING ROOM ATTENDANT

*Gordmans | Topeka, KS | 2012-2014*

Provide excellent service to guests by assisting them to fitting rooms. Receive payments by cash, check, credit/debit cards.

### DESK ASSISTANT

*Washburn University | Topeka, KS | 2012-2014*

Greet residents, answer questions and answer inbound phone calls. Provide tours of the resident facilities. Perform office duties such as making copies and handling mail and packages.

## AWARDS

### WHO'S WHO AWARD

2014 // WHO'S WHO  
AMONG STUDENTS

### UNDERGRADUATE ACHIEVEMENT AWARD

2014 // ALPHA KAPPA  
ALPHA SORORITY, INC.

## INTERESTS

BLOGGING  
GRAPHIC DESIGN  
VOLUNTEERING  
MENTORING  
PHOTOGRAPHY

## REFERENCES

### REGINA CASSELL

*DIRECTOR OF STUDENT MEDIA*

785.670.1801

### DONNA SWAFFAR

*DIRECTOR OF COMMUNICATIONS*

785.383.7451

### PORCHIA BROWN

*STUDENT FINANCIAL OFFICER*

816.536.2395

## WORK EXPERIENCE CONTINUED

### RESIDENT ASSISTANT

*Washburn University | Topeka, KS | 2011-2012*

Serve as a counselor, role model and friend to those living in the Residence Halls. Create a residential community through programming, while acting as a para-counselor for students, being a familiar first resource for students with academic or institutional questions and enforcing residence policies.

### CUSTOMER SERVICE REPRESENTATIVE

*Alorica | Topeka, KS | 2010-2011*

Handle inbound calls and assist Sprint customers with billing inquiries, rate plan assistance, account changes, and various other customer care issues.

### SALES ASSOCIATE

*Macy's | Kansas City, MO | 2009-2010*

Assist customers in finding and purchasing items that match their needs. Open up new credit card accounts; take credit card payments, issue refunds, credits or exchanges to customers when needed.