

Kent Slocum

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Education

Bachelor of Science in Business Administration*
University of Oregon Lundquist College of Business
GPA: 3.98

Eugene, OR
June 2018

**Marketing and Entrepreneurship Concentrations*

Experience

Disneyland Resort

Anaheim, CA

Galaxy's Edge Retail Host & Spring 2019 College Program Participant January 2019-Present

- Communicated with Managers and Working Leads in order to learn more about park operations.
- Handled difficult situations by remaining calm, gathering information, and communicating clearly.
- Upheld the Magic of Retail framework to proactively and positively engage Guests during their visit.
- Earned the respect of other Cast Members, showing up for work on time and remaining motivated.
- Collaborated with other retail Cast Members in order to win a resort-wide retail sales competition.

OBEC/DOWL Consulting Engineers

Eugene, OR

Digital Archives Assistant

September 2018-January 2019

- Learned complex scanning equipment and project management software, with minimal instruction.
- Handled massive digitization project, freeing up over 800 square feet of office space for other uses.
- Protected sensitive information by scanning and shredding over 100,000 pages of project documents.

Register-Guard Federal Credit Union

Eugene, OR

Front-Desk Member Representative

April 2018-September 2018

- Maintained high levels of confidentiality, keeping safe sensitive member information and records.
- Monitored multi-line phone system and redirected calls to other staff members, as appropriate.
- Tailored each conversation to individual members, ensuring that they received useful information.
- Proofread and provided input on marketing campaigns, advertising circulars, and meeting minutes.

American English Institute

Eugene, OR

Receptionist and Office Assistant

September 2016-June 2018

- Introduced more accurate work-hour tracking system to increase efficiency and reduce waste.
- Familiarized myself with processes and resources, helping students find the information they needed.
- Wrote and edited 50-page training document for future office assistants in easy-to-read format.
- Prepared reports and spreadsheets for distribution to staff and faculty, creating mutual understanding.

National Society of Leadership and Success

Eugene, OR

Executive Board Secretary

March 2017-March 2018

- Answered all organizational emails within 24 hours, or forwarded them to more appropriate parties.
- Adjusted to rapid decision changes by remaining positive and flexible in a fast-paced environment.
- Supported president's role by constantly communicating deadlines and priorities during meetings.
- Visually and concisely communicated critical information by constructing PowerPoint presentations.

Black Diamond Camp

Auburn, WA

Guest Services Lead

June 2017-September 2017

- Worked long and irregular hours, often volunteering to work overtime to complete critical tasks.
- Promoted accountability among camp staff by delegating tasks while still providing supervision.
- Shared responsibility for Guest Services Team for an entire month after supervisor was laid off.
- Organized and led team of nearly 20 camp employees to clean 72 hotel-style rooms each month.
- Took initiative to improve Guests' stay when supervisor was not present, resolving Guest conflict.