

# Callie F. Kruggel

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## Objective:

Looking to acquire a challenging management position, where I can best utilize my skills and education, as well as provide positive impact and have a direct role in the growth and success of an organization.

## Skills:

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|---|---|
| <ul style="list-style-type: none"><li>• Microsoft Office – Word, Excel, Publisher</li><li>• Google Suite – Email, Docs, Sheets, Slides, Forms</li><li>• Team Building Expertise</li><li>• Hiring and Motivation of Staff</li><li>• Planning and Strategy</li><li>• Daily Operations Supervision</li><li>• Scheduling</li><li>• Goal setting and meeting goals</li></ul> | <ul style="list-style-type: none"><li>• Productivity</li><li>• Team Leadership</li><li>• Time Management</li><li>• Leadership and task/assignment delegation</li><li>• Organization</li><li>• Staff Training</li><li>• Customer Service</li><li>• Excellent written and verbal communication with leadership teams, employees, and guests</li></ul> |
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## Education:

### **Ashworth College, Online**

Bachelors of Business Management

April 2020 - present

In-progress

### **Ashworth College, Online**

Associates of General Business

July 2019 – April 2020

GPA: 4.0

### **Western Michigan University, Kalamazoo, MI 49009**

Biology Major, Chemistry Minor

2012-2016

Not Completed due to career

### **Centreville Public Schools, Centreville, MI 49032**

High School Diploma; General Education

Graduated: 2012

## Certificates/Achievements:

### **American Red Cross: Adult and Pediatric First Aid/CPR/AED**

Certificate ID: 0037GIC

Expiration: 01/07/2022

### **Delta Epsilon Tau: Election of the Chapter at Ashworth College Alpha of Georgia**

June 2020: Member of International Honor Society

### **Undergraduate Certificate: Healthcare Management Ashworth College**

April 2020 – In progress

## Employment History:

**Wings Event Center**, Kalamazoo MI, 49001, March 2015-Present

**Title: Ticket Operations Manager**

Responsibilities: Managed team of 10 ticket sellers from hiring, to training and creating all staffing schedules. Large amounts of cash handling, providing excellent customer service, answering phone calls and emails. Problem solving any guest or event issues. Managed ticket office, from staff to ordering products, to keeping organized databases.

Working within deadlines and being flexible around any and all event/office changes. Track and manage all sales and sales trends with Microsoft office. Utilizing Google Suite for all in house data tracking and management, created and maintained databases for all ticket sales. Assist with data gathering and tracking for company.

**Wings Event Center**, Kalamazoo MI, 49001, September 2013-2015

**Title: Lead Ticket Agent**

Responsibilities: Operating Ticketmaster system, helping customers, processing groups, and cash handling. Provide guests with accurate and up to date information on all events taking place within the venue. Manage guest complaints before bringing a manager into the situation. Answer and assist all sellers or guests with questions. Assist with daily reports and office organization

**St. Joseph County Fair**, Centreville, MI 49032, September 2010- Present (One week a year)

**Title: Ticket Seller**

Responsibilities: Training new employees, receiving cash and making change, providing customer service to guests and managing traffic flow into the fair.