
MOLLY ANN HILBURN

501-499-2973

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Jonesboro, Arkansas

72401

Objective

To obtain a flexible part or full-time position that I will be able to commit a consistent amount of hours a week during regular business hours. I am hoping my strong communication skills, attention to detail and past professional experience may be put to use for fair weekly pay.

Skills/Qualifications

- Strong leadership and communication skills that include event planning, customer service, meeting deadlines and creating content for publications.
- Advanced in computer programs including Microsoft Office, Word, Excel, Powerpoint; iWork applications, Pages, Numbers, Keynote; Adobe Studio, Photoshop, InDesign, Premiere Pro.
- Excellent knowledge of AP Style; I have taken several courses that have taught basic news writing and creative media production skills, including but not limited to: Advanced Reporting, Audio/Video Production, Multimedia Production, Desktop Publishing, and Introduction to Internet Communications.
- Member of Investigative Reporters and Editors and been sponsored by Arkansas State University to attend professional investigative journalism workshops.
- Very detail oriented, can contribute to a team effort and accomplish related results as required. I work very well with co-workers and those above me with a higher seniority.
- I am always looking to work with and foster creativity in any given role or position through innovation that is inspired by my surroundings and others involved.
- Experienced in customer service and dealing with both very satisfied guests and those guests who are angry or unsatisfied for whatever reason. I feel confident I can assess when it is time to call for assistance based on the situation.
- Good with time management and very experienced with juggling multiple responsibilities at one time with successful results.
- Have been trained by the Walt Disney Company to value safety, courtesy, show and efficiency above all else and feel confident these four keys can be transferred to show leadership and accountability in any new role.
- Have been published as a staff writer in The Jonesboro Sun, as well as The Washington Times and The West Plains Daily Quill as an Associated Press Journalist.

Work Experience

Assistant Key Holder, Jo-Ann Fabric and Craft Store, Jonesboro, AR

Aug. 2016 – Current

- Responsible for upholding the exceptional in-store experience and excellent customer service by communicating with guests and tending to their needs.
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- All manager on duty responsibilities while on the floor including customer complaints, POS manager duties, scheduling and delegating tasks.
 - Responsible for all daily paperwork when closing or opening the store including register receipts, money, equipment logs and inventory.

Reporter, Jonesboro Sun, Jonesboro, AR

Jan. 2016 — June 2016

- Create at least two news or feature stories each day to contribute to the next day's newspaper content.
- Keep up with events and news-worthy stories happening in Poinsett and Mississippi counties in Arkansas.
- Find multiple sources for each story assignment as is necessary and keep up continued contact with them to receive news tips and quotes.
- Able to turn in assignments in a timely manner and meet daily deadlines as required by my editors and superiors.

Merchandise Cast Member, Walt Disney Company, Orlando, FL

Disney College Program, Aug. 2015 — Jan. 2016

- Emphasizing each of the four keys basics in all of my actions (safety, courtesy, show and efficiency), both on and off stage in order to ensure the creation of happiness for each guest while providing the legendary Disney service they've come to expect.
- Able to anticipate and be aware of guest needs before even being approached, knowledgeable about my work location and other common topics guests ask about, able to communicate with angry or upset guests in order to understand their needs, and can make the decision when to call for assistance.
- Responsible for the management of each Point of Sale system where I handle and am held accountable for each guest's purchase and form of payment.
- "Merchantaining" with guests to incorporate even the smallest interactions as part of our show.
- Responsible for numerous tasks while floor stocking in my merchandise locations; keeping all areas stocked and show ready, managing multiple areas at once and being able to communicate with each, being readily available to guests to answer any questions or offer assistance, assist in distributing breaks and assisting fellow cast members when needed.
- I have also been recognized by my coordinators on several occasions for keeping a positive attitude and continuous hard work even when the conditions weren't always ideal.

News Clerk, Jonesboro Sun, Jonesboro, AR

July 2014 — Aug. 2016

- Responsible for the newspaper's publication of obituaries, which includes editing the text for AP Style, communicating with funeral homes and managing the paperwork needed for billing.
 - Communicating with local police and fire departments to ensure the newspaper publishes any incidents.
 - Download and design the newspaper's daily comics and entertainment pages.
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- Make sure any news briefs that need to be published are edited for AP Style and put into our system in a timely manner.
 - Responsible for any weekend events that may need to be photographed or covered.
 - Customer service; talking to angry customers who didn't receive a newspaper, talking to past or interest customers about our services as well as local businesses who wish to have coverage in our newspaper.

Waitress, Stoby's, Conway, AR

Aug. 2011 – Aug. 2013

- Hostess; greet and seat customers, ensure and follow with prompt service, operated cash register and handled all transactions; responsible for stocking all beverages and desserts, clean restaurant, provide assistance to waitresses or cooks when needed;
- Carry-out service (promoted around January of 2012); answer and take all phone orders, manage drive-in window, operated cash register and handle window transactions, provided any assistance when needed, responsible for closing restaurant at night;
- Waitress (promoted in August of 2012); ensured prompt service for all customers and accuracy of orders, always greeting and serving guests with a positive attitude and attending to whatever their needs were without complaint, prepping all food and make sure it looked presentable, operated cash register and handled transactions, manage multiple tables at once with great service, responsible for closing restaurant at night as efficiently as possible.

Marketing Manager, Netherton Promotions, Conway, AR

2011-2013

- Developed graphic ideas/designs for promotional items such as t-shirts and cups for different groups and clients.
- Assisted with marketing and sales of promotional materials in different schools and businesses.
- Managed the company's social network sites such as Facebook and Twitter and was responsible for creating online advertisements for new products.
- During my year helping the company, I was able to meet with several high school sports teams and student sections, as well as small businesses around Conway that needed some sort of promotional product. I was in charge of designing different shirts, mugs, keychains, etc. to fit the need of the client and make the sale for the company.

Education

- **Arkansas State University, Jonesboro, AR – Fall 2013- Present**

- Major: Multimedia Journalism
Emphasis: News Writing
- Minor: Sociology

- **Conway High School, Conway, AR – 2009-2013**

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- High School Diploma

Jonesboro, Arkansas

72401

References

Stan Morris, NEA Report, Jonesboro, AR

(870) 530-6588

- Owner and Editor of NEA Report;
- Jonesboro Sun co-worker

Aubree Christensen, Walt Disney Company, Orlando, FL

(435) 705-8408

- Disney College Program Alumna;
- Co-worker at Walt Disney World

Michelle Treat, Arkansas State University, Jonesboro, AR

(501) 454-7783

- Currently employed as a concierge at St. Bernard's Health and Wellness;
 - Arkansas State University alumna;
 - Delta Zeta sorority alumna
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