

# BROOKE CURTIS



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## ■ ■ ■ OBJECTIVE

Assist Lehigh University Department of Athletics head softball coach in coordinating a comprehensive softball program, using strong interpersonal communication and organizational skills, along with coaching, intercollegiate playing, and leadership background.

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## ■ ■ ■ PROFESSIONAL PROFILE

- High-achieving Lehigh alumna with experience in coaching, interacting with Lehigh students, facilitating student academic success, fundraising, and organizing operations.
- Award-winning former collegiate softball player well-versed in NJCAA rules and regulations.
- Goal-oriented professional whose tenacity and keen attention to detail lends itself well to assisting in planning, managing, administrating, and directing Softball Program.
- Valuable team player with the proven organizational skills to maintain office organization, handle correspondence, and assist student-athletes with academic progress, planning, and scheduling.
- Effective communicator with well-honed training and facilitation skills, along with proven track record in establishing and maintaining effective collaborative relationships with students, fellow employees; program boosters, and public constituencies.
- Computer-literate performer, proficient in MS Office Suite – Word, Excel, PowerPoint, Access, Outlook – as well as adept with multimedia presentations.

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## ■ ■ ■ EDUCATION

**Bachelor of Science in Business and Economics**, Lehigh University, Bethlehem, PA, May 2008

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## ■ ■ ■ HIGHLIGHTS OF PROFESSIONAL SKILLS AND ACCOMPLISHMENTS

### **Sports Coaching and Participation**

- Coached numerous youth softball and cheerleading teams.
- Played NJCAA Division I softball at Grayson County (TX) Community College on full athletic scholarship; practiced 4-6 hours daily, held three part-time jobs, and learned NJCAA softball rules.
- Earned NJCAA Conference Scholar Athlete Award and Texas Community College Activities Association "All-Academic Team" in Women's Fast-pitch Softball, 2005-2006.
- Played key role in numerous cheerleading, soccer, and softball sports clinics.
- Participated in travel ball 2003-2005 and intramural softball at Lehigh.

### **Leadership ~ Teaching/Training**

- Developed course materials for first-year business experience course as Teaching/Research Assistant at Lehigh University College of Business and Economics.
- Led first-year business experience class discussions of core concepts in all areas of business study.
- Created and facilitated team-development exercises for first-year business experience course.
- Informally counseled first-year students regarding academic and personal problems.
- Coordinated "Ropes Course" events for 175 first-year business experience student participants.
- Researched experiential learning methods and tools.
- Led a Relay for Life team of middle- and high-school students who raised more than \$1,000 for the American Cancer Society for two consecutive years; as Team Captain, also oversaw numerous other fundraising events.
- Conducted company-wide training session for newly developed compliance program.
- Recruited, interviewed, and trained T&S Auto Sales employees as Assistant to Chief Executive Officer/President at T&S Auto Sales; trained T&S Auto Sales finance managers and sales manager in safety, customer service, and employee relations.

### **Interpersonal Communication**

- Develop and maintain long-term relationships with diverse customer groups as Assistant to Chief Executive Officer/President at T&S Auto Sales; smooth customers' ruffled feathers and resolve issues, achieving excellent track record in bringing staff and customers to mutually satisfying outcomes.
- Sell extended warranties and insurance policies to T&S Auto Sales customers.
- Negotiate T&S Auto Sales loan agreements with network of financial institutions.
- Recruited up to 30 members to Student Alumni association and revived moribund organization.

### **Administration ~ Organization ~ Process Improvement**

- Mastered all operational aspects of automotive Finance and Insurance function as Assistant to Chief Executive Officer/President at T&S Auto Sales.
- Spearheaded several initiatives to enhance smooth operations at T&S Auto Sales, including creating and implementing customer-safeguarding program at T&S Auto Sales to comply with federal privacy regulations.
- Assumed full operating responsibility for T&S Auto Sales' Finance and Insurance function during two-month transition period; quickly mastered learning curve and met targeted monthly figures after just a few months of training.
- Collaborated with T&S Auto Sales senior managers to develop benchmarks and standard procedures.
- Planned and coordinated Lehigh Weekend alumni activities as Assistant to the Assistant Director of Alumni Relations for Lehigh University Office of Alumni Relations.
- Represented student body at various alumni and development events.
- Processed information requests for prominent alumni.
- Played key role on class team that created human-resource manual for SCORE (Counselors to America's Small Business), to be distributed to startup and small-business owners.

### **■ ■ ■ PROFESSIONAL EXPERIENCE HISTORY**

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**Assistant to Chief Executive Officer/President, T&S Auto Sales, Bethlehem, PA, Summers 2006 to present**

**Teaching/Research Assistant, Lehigh University College of Business and Economics, Bethlehem, PA, Aug. 2007 to May 2008**

**Assistant to Assistant Director of Alumni Relations, Lehigh University Office of Alumni Relations, Bethlehem, PA, Aug. 2007 to May 2008**

### **■ ■ ■ HONORS AND ACTIVITIES**

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| - Outstanding Management Senior Award, 2008                | - President, Student Alumni Association, 2005-2008                 |
| - Member, Society for Human Resource Management, 2007-2008 | - Board of Trustees, Alumni Student Representative 2005            |
| - Dean's List, Honor Roll, 2005-2007                       | - Captain, Relay for Life Team, American Cancer Society, 2005-2006 |

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