

# TAIANNA YEE

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## PROFESSIONAL EXPERIENCE

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2007-Present  
*Kids Hope Chairperson*    Cancer Association of Havasu    Lake Havasu City, AZ

- Coordinate special events and fundraisers for Kids Hope and the Cancer Association of Havasu.
- Write publicity pieces for newsletter and local newspaper.
- Design promotional materials for Kids Hope, including, flyers, brochures and bracelets.
- Create logo for Kids Hope.
- Copy edit event brochures.

Mar 2009-June 2010  
*Public Relations Intern*    Coconino County Attorney's Office    Flagstaff, AZ

- Create and maintain civic club and organization contact lists for cities in Coconino County.
- Plan and conduct various community prevention and educational programs.
- Research, craft and edit news releases promoting office events, people and initiatives as needed.
- Design a logo for the Western Navajo Hopi Meth Task Force.
- Design T-Shirts and nametags for office employees.
- Research and compile mailing lists for local businesses and organizations within Coconino County.
- Create promotional magnets and T-Shirts for a Fourth of July Parade.
- Research and craft brochures for General Office Information, Elder Abuse, Identity Theft, the Intern Program and Page-Fredonia DUI/Drug Court Program.
- Maintain community outreach relations by creating collateral materials, including flyers and Public Service Announcements, and by organizing county-wide presentations.
- Research and develop the inaugural Coconino County Attorney's Citizen Academy One-Day Program, including creating a PowerPoint Presentation, developing an agenda, and creating collateral materials to promote the program.
- Implement "The First Annual Coconino County Attorney's 'Live Drug Free' Poster Contest" for all sixth students within the county. Research Pinal County's "Anti-Drug Program."
- Design a Methamphetamine Tri-Fold Display and an Intern Program Tri-Fold Display for various presentations across Coconino County.
- Create promotional materials for distribution and use by Coconino County Attorney, including business cards, car magnets, stamps and memo templates.

Mar 2008-May 2009  
*Reservations Coordinator*    Grand Canyon Railway    Flagstaff, AZ

- Assist customers as they enter office and via phone.
- Aid customers in the creation of reservations, maintenance and cancellation as needed.
- Upsell services and packages to customers.
- Meet monthly sales objectives as set by management.
- Process payment options, including credit cards, checks, money orders and gift certificates.

- Provide customer service to clientele, including, answering inquires regarding the services and packages offered, area recreation and company policies.
- Transition of records from Protour computer software to Opera computer software.
- Train new employees on company services and packages, computer software, company policies, and customer relations.
- Perform light office work, including reviewing reservations, customer call backs, filing and tracking reservations made.

June 2007-Aug 200

Staples

Lake Havasu City, AZ

*Front End Associate*

- Answer customer inquires in person and via telephone regarding store information, store policies, general merchandise information and redirecting calls.
- Assist customers with purchases, store protection plans and returns.
- Register customers for rewards program via online interface.
- Restock and face shelves as needed.
- Perform light office work, including data input and register closing.
- Assist in closing procedures.

2003-2007

Wienerschnitzel #673

Lake Havasu City, AZ

*Shift Manager*

- Supervise three to seven employees.
- Train new employees on cash register, food preparation, company policies, and customer service techniques.
- Complete daily office work, including, Daily Labor Count and Daily Deposits.
- Handle cash and credit card transactions quickly and accurately.
- Assist upper management with inventory and ordering procedures.
- Build clientele through friendly interactions.
- Resolve complaints quickly and professionally.
- Assist in opening and closing procedures.

2004-2006

LHC Parks and Recreation

Lake Havasu City, AZ

*Recreation Lead II*

- Co-Lead of Starline Elementary School.
- Classroom teacher during summer program at Smoketree Elementary School.
- Handle the tasks of developing and implementing educational activities during summer program.
- Responsible for supervising more than 100 children and six staff members.
- Parent liaison regarding issues of particular children.
- Coordinate and supervise special events, including holiday parties.
- Responsible for petty cash at school site as well as purchasing items needed for activities.

## EDUCATION

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| 2006-2010  | Northern Arizona University | Flagstaff, AZ        |
| <ul style="list-style-type: none"><li>■ GPA 3.64</li><li>■ Bachelor's of Science in Public Relations, May 2010.</li><li>■ Bachelor's of Science in Journalism with a News Editorial Emphasis, May 2010</li></ul> |                             |                      |
| 2002-2006  | Lake Havasu High School     | Lake Havasu City, AZ |
| <ul style="list-style-type: none"><li>■ GPA 4.1</li><li>■ Class Rank 21 of 316</li><li>■ Top 7% of Class</li></ul>   |                             |                      |

## SKILLS

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- Computer adept utilizing Photoshop, Indesign, MS Word, MS Excel and MS Powerpoint, MS Publisher.
- Excellent editing skills
- Excellent writing skills
- Understanding of public relations and marketing practices
- Familiarity with public speaking
- Extensive customer service skills
- Extensive supervisory experience
- Written and oral communication expertise
- Respect and familiarity with different cultural backgrounds
- Leadership and team-building experience
- Extensive cash handling experience
- Organizational skills
- Basic accounting knowledge

## REFERENCES

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- Kathy Hodel, Volunteer, Cancer Association of Havasu, Lake Havasu City, AZ 86403.
- David Rozema, County Attorney, Coconino County Attorney's Office, Flagstaff, AZ 86001.
- Tami Suchowiejko, Executive Assistant, Coconino County Attorney's Office, Flagstaff, AZ 86001.
- Laurie Palacios, Assistant Manager, Wienerschnitzel, Lake Havasu, AZ 86403.
- Melody James, Retired, Phoenix, AZ 85044.

## PORTFOLIO

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- An electronic portfolio showcasing previous works can be found at [www.taiannayee.weebly.com](http://www.taiannayee.weebly.com)