

Erica Passage

Lakewood, CO 80235

ericapassage@gmail.com

+1 231 245 9966

Energetic recreation supervisor, manager and art educator with demonstrated abilities to handle issues with tact and remain calm under pressure. Offering over 15 years of expertise working with kids, teenagers, and adults. An enthusiastic personality with skills in program planning, activity implementation, resource tracking, teaching and management.

Authorized to work in the US for any employer

Work Experience

Senior Sales Specialist

REI - Lakewood, CO

May 2022 to Present

- Built relationships with key stakeholders such as customers, vendors, partners, and internal departments to drive successful outcomes.
- Collaborated with cross-functional teams to develop innovative sales strategies that increased market share.
- Provided exceptional customer service, resulting in high levels of customer satisfaction and loyalty.
- Educated customers about brand to incite excitement about company's mission and values.
- Developed and implemented strategies to increase customer loyalty and satisfaction.

Recreation Supervisor

City of Tallahassee - Tallahassee, FL

January 2018 to March 2022

- Evaluated programs and services, identified community needs and recommended new offerings to maximize ongoing success and participation.
- Resolved guest and associate concerns and established and maintained mutually respectful working relationships with other departments.
- Assigned work to team members and evaluated performance against standards.

Adjunct Faculty Professor

Florida State University - Tallahassee, FL

September 2013 to March 2022

- Led classroom lectures and delivered group instruction, promoting engagement for audience.
- Evaluated and adjusted course curriculum based on student overall performance and assessments.
- Sourced appropriate course materials to support variety of student learning needs and styles and deliver content in relevant, distinctive ways.

Ceramics Studio Coordinator

Florida State University - Tallahassee, FL

August 2013 to December 2018

- Guided studio equipment repairs and services to sustain high-level quality of work.

- Trained new employees and maintained healthy staff morale through consistent coaching and team building.
- Stayed calm and polished at all times, even during moments of extreme stress or when dealing with difficult personalities, to accomplish professional goals.

Education

Master of Arts in Ceramics

West Virginia University - Morgantown, WV
May 2013

Bachelor of Arts in K-12 Art Education

Central Michigan University - Mount Pleasant, MI
September 2001 to December 2007

Bachelor of Arts in Ceramics

Central Michigan University - Mount Pleasant, MI

Skills

- Program implementation
- Participant oversight
- Project planning
- Team building
- Activity planning
- Staffing Management
- Teaching
- Higher Education Teaching
- Employee Evaluation
- Experience with Children
- Classroom Management
- Communication skills
- Management

Certifications and Licenses

CPR Certification