

Maggie O'Shea

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EDUCATION

Loyola University Chicago, Quinlan School of Business | May 2021

Bachelor of Business Administration in **Marketing** | Minors in **Management, Sports Management**

WORK EXPERIENCE

Supervisor | *The Beverly Country Club* | **Chicago, IL**

June 2018-Present

- Works closely with General Manager & Assistant General Manager to identify and resolve performance opportunities/issues involving staff of 12 employees, including scheduling
- Trains employees in company and regulatory compliance requirements to improve satisfaction of over 400 members
- Manages Jonas liquor and beverage input of a \$40,000 inventory to reduce cost variances

Social Media Marketing Director & Site Manager | *i9 Sports* | **Chicago, IL**

November 2018-June 2020

- Oversaw site to ensure satisfaction and accurate processing to drive positive experiences
- Designed engaging posts to create more likes/shares/comments increasing the following by 80% within three months
- Created attractive promotional graphics/gifs/video clips through paid-sponsored posts

Fan Services Representative | *Northwestern University Athletics* | **Evanston, IL**

August 2019-March 2020

- Assisted all aspects of fan experience to promote positive game-day experiences
- Responded to the needs and questions of all 47,000 fans, including first aid and ADA
- Ensured the safety of all fans are made a priority through execution of 15 different escape routes

Customer Service Representative | *Cashier, Whole Foods Market* | **Chicago, IL**

Sept 2017-May 2018

- Established interpersonal communication to create a unique experience for the shopper
- Introduced knowledge of store merchandise to promote to target markets and increase sales
- Aided in the *Whole Planet* fundraiser, winning 2nd place and raising over \$2000

LEADERSHIP ACTIVITIES

CHAARG Women's Health and Fitness | **Chicago, IL**

August 2017-Present

VP Membership

- Leads a 3-week Recruitment each semester to build and maintain retention of 60+ members
- Crafts emails, texts, and messages to remind girls from previous semesters to renew their membership dues
- Creates engaging social media posts on Instagram: @maggieoshea_inchaarg+Facebook:Rogers Park CHAARG

Small Group Coordinator

- Leads 4+ workouts a month throughout the school year to over 30 members
- Devises individual fitness workout plans and regimens on a weekly basis to a group of 7 members
- Mentors the group to become independent and confident young women

Women's D1 Volleyball Manager | **Loyola University** | **Chicago, IL**

August 2018-January 2020

CORE COMPETENCIES

- Advanced Proficiency in Microsoft Suites
- Beginners Proficiency of the Spanish Language

INTERESTS

Long Distance Running | Trying New Vegetarian Recipes | Fiction Books | Road-trips | Color Coordinating Outfits | Pasta