

# IVORY CHRISTIANSON

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☎ (608) 449 - 4620

📍 Janesville, Wisconsin

Friendly and detail-oriented graduate with strong customer service, communication, and organizational skills. Experienced in handling customer interactions, resolving issues, and assisting others in a professional and supportive manner. Passionate about helping students, facilitating communication, and creating a welcoming campus environment.

## Work Experience

### Pricing Associate | Skogen's Festival Foods | Janesville, Wisconsin

April 2023 - Present

- Delivered friendly, knowledgeable service by assisting guests with product questions, locating items, and resolving concerns in a professional manner.
- Maintained accurate pricing and clear signage to support a smooth and stress-free shopping experience.
- Collaborated with team members and vendors to ensure consistency and efficiency across departments.
- Contributed to a positive environment by staying approachable, proactive, and guest-focused during every shift.

### ITS Intern | Blackhawk Technical College | Janesville, Wisconsin

May 2024 - Aug 2024

- Led system maintenance and updates, including the transition to Windows 11
- Managed IT equipment setup and relocation for the new Public Safety building
- Troubleshoot and resolved technical issues to ensure seamless operations

## Education

### Blackhawk Technical College

2023 - Anticipated May 2025

- Associates of Applied Sciences, Web Software Development
- GPA: 3.84
- Honor Roll Recipient All 4 Semesters
- Member of the Beta Rho Psi chapter of the Phi Theta Kappa Honors Society

### Rock University High School

2021 - Anticipated June 2025

- GPA: 3.88
- Honor Roll Recipient All 8 Semesters

## Leadership Experience

### Certified Tutor | Advancement Via Individual Determination (AVID)

Jan 2023 - May 2025

- Tutor and mentor 9th and 10th grade AVID students, fostering academic success through personalized support
- Assess student performance and provide targeted, constructive feedback to drive improvement
- Guide students in setting and achieving academic and personal goals

### Class of 2025 | Leadership Development Academy of Rock County, Wisconsin

Sept 2024 - May 2025

- Selected for the Leadership Development Academy Class of 2025, enhancing leadership abilities through workshops and hands-on projects
- Collaborate on community-focused initiatives, applying strategic thinking and teamwork to address challenges and drive positive change in Rock County

## Skills

**Customer Service Skills:** Friendly communication, active listening, conflict resolution, problem-solving, multitasking, professionalism

**Technical Skills:** Microsoft Office (Word, Outlook, Excel), G Suite, Web Navigation, Basic Troubleshooting

**Soft Skills:** Leadership, Time Management, Team Collaboration, Public Speaking, Critical Thinking