

# LAURA L. ROWLAND

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## EDUCATION

### **Grand Valley State University, Allendale, MI 2004-2009**

#### **Professional Writing, B.A. College of Liberal Arts and Sciences**

- Cumulative GPA: 3.42
- Major GPA: 3.60
- Dean's List: Winter 2005, 2007, and 2008, Fall 2007, 2008
- Seven credits transferred from Advanced Placement College Board, English Literature, Fall 2004

Undergraduate coursework experience includes 42 credits of professional and technical writing in the workplace. Digital design concepts included within the Professional Writing emphasis, along with an added focus on Rhetoric and Composition for both printed material and the Internet. Creative nonfiction writing especially emphasized. Supplemental Writing Skills coursework apart from Professional Writing emphasis totaling 24 credits, above required six credits per each undergraduate.

## QUALIFICATIONS

- Seven years of work experience in general customer service and interpersonal communications
- Proven academic experience with Microsoft Word, Microsoft PowerPoint, Adobe InDesign CS3, Adobe Dreamweaver CS3, Macromedia Fireworks 8
- Consistent demonstration of self-motivation and drive to accomplish goals in the best possible manner and with perfection both in academia and in the workplace
- Highly organized and conscientious about time-related tasks concerning written and verbal communication and ability to work well with a specific focus on writing and publishing on deadline

## EXPERIENCE

### MAIN STREET PUB - Wyoming, MI - May 2008 to Present - Server

Tactfully care for multiple customers and their unique dining needs. Ability to be inviting and friendly; can easily strike up a conversation. Ability to work quickly and efficiently due to problem solving skills and time management. Monetary responsibilities: able to keep track of several hundreds of dollars and credit card receipts on person, depending on the workplace demands.

### GFS MARKETPLACE - Cadillac, MI - Summer 2007 - Cashier

Monetary responsibilities; accuracy when handling transactions, effective management of a register. Customer service: friendliness, agreeability, knowledge of store products and layout. Thorough phone and computer skills.

### PAPA JOHNS - Allendale, MI - August 2006-February 2007 - Delivery Driver

Time management and organizational skills. Monetary responsibilities: ability to keep track of large amounts of cash and credit card receipts. Customer service: tact, agreeability, fast and efficient service.

## REFERENCES

Dr. Charlie Lowe  
Assistant Professor of Writing  
341 Lake Ontario Hall  
Grand Valley State University  
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