

**SHAUNNA "AULUNA" GULLIKSON**

(785) 727-0870

slgullikson@yahoo.com

**OBJECTIVE**

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College graduate seeking full-time employment with a great company. Skilled in writing, critical thinking, coaching, communication, public speaking, employee training, and customer service.

**EDUCATION AND EXPERIENCE**

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**Haskell Indian Nations University** Lawrence, KS 09/2014 – 05/2019

*Associates, Communication*

*Bachelors, Indigenous and American Indian Studies with emphasis in Social Welfare*

Cumulative G.P.A – 3.85

Dean's Honor Roll: Fall 2016, Spring 2017

President's Honor Roll: Fall 2014, Spring 2015, Fall 2015, Fall 2017, Spring 2018, Fall 2019

Reference: Dr. Sarah Ubel, College of Humanities, (785) 749-8404 ext. 751

**Native American Student Services USD 497** Lawrence, KS 07/2018 – 07/2019

*Intern*

Worked under the Unified School District 497 as a mentor and advocate for Native American students and families.

**General Dynamics Information Technology** Lawrence, KS 09/2016 – Present

*Customer Service Representative*

Worked under government contract answering calls for the Federal Marketplace for the Affordable Care Act, enrolling consumers in health and dental insurance, providing information about special enrollment periods, terminating coverage, and basic tax filing information. Began as seasonal position which transitioned to permanent part-time based on general performance and call evaluations. Exercised soft skills to provide consumers with the best service possible on every contact. Used attention to detail and understanding of HIPPA to protect consumer information through the disclosure process. Utilized a federal database and website to access consumer information and assist in achieving their goals.

Reference: Michael Schnebly, Manager, michael.schnebly@gdit.com

**Goodcents Deli Fresh Subs** Lawrence, KS 10/2015 – 11/2017

*Manager*

Provided a safe and clean environment for associates and customers, supervised and trained of new associates, maintaining store tasks while providing a quality experience to customers, handling customer complaints, refunds, and auditing the register.

Reference: Louisiana Street, General Manager, (785) 856-2368

**Midco Call Center** Sioux Falls, SD 08/2010 – 08/2014

*Call Center Lead*

Answered inbound calls for 136 companies including financial services, healthcare services and retail while providing transparency for each client. Utilized phone scripts, typing skills, up-selling techniques, and computer programs to document transactions efficiently while providing a positive customer service experience. Promoted to a Team Lead position with the primary goals of maintaining the call center efficiency and abandonment rate of calls. Provided support and guidance to associates and answered escalated calls. During the 2013 winter holiday season, accepted a floor-walking position. Responsibilities included training, coaching and monitoring progress of seasonal associates.

**SKILLS**

Certified in Federal Records Management