

Mica J. R. Hickey

C: 515.571.7921

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Link to electronic portfolio: <http://redenius.wixsite.com/micajrhipkey>

Education

University of Iowa Des Moines, IA

Masters of Science, *Anticipated May 2018*

Strategic Communication

Iowa State University Ames, IA

Bachelor of Science, *May 2016*

Major: Event Management

Minor: Hospitality Management

Lorenzo de Medici Florence, Italy

Hospitality & Tourism study abroad-short program, *spring 2015*

Professional Experiences

Raine Recruiting West Des Moines, IA

Staffing Manager, *May 2017-Present*

- Market open positions on Indeed, LinkedIn, Facebook, and local job boards
- Interview, evaluate, and orientate qualified candidates in administrative roles
- Generate business to business sales through networking to obtain job orders
- Organize files, respond to emails, and work as a team to meet company goals
- Assist with weekly payroll for approximately 185 temporary employees

Contemporary Services Corporation Des Moines, IA

Event Staff, *August 2015-Present*

- Secured premises and personnel by patrolling access points and permitting entry upon inspection
- Worked collaboratively as a team to observe and maintain safety for employees and guests
- Exemplified the "how you doin'?" guest service's philosophy implemented by Comcast Sepctracor

Manpower Inc. of Des Moines Des Moines, IA

Placement Assistant, *November 2016-May 2017*

- Managed intake of applications from a variety of sources and distributing to recruiters
- Conducted pre-screening calls, scheduling appointments, and sending follow up emails
- Assisted recruiters in facilitation of new hire orientations for associates to complete paperwork
- Processed weekly payroll for approximately 70 associates using a variety of timekeeping matrixes

Gregg Young Chevrolet Norwalk, IA

Administrative Assistant, *July 2016-November 2016*

- Entered vehicle and accounting data using Global Connect and logged inventory in Excel
- Balanced daily monetary transactions and posted invoices to accounts receivable
- Prepared monthly statements and processed month end accounting ledgers

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Apprenticeship & Internships

Echo Valley Country Club Norwalk, IA

Member Relations, Apprenticeship: *February 2016-July 2016*

- Initiated communication with members to achieve the highest level of satisfaction
- Utilized an event web database to coordinate with all departments and clients
- Organized, managed, and executed a variety of member and non-member events

West Central Cooperative Ralston, IA

Communications and Events, Internship: May 2015-August 2015

- Proposed, planned, and produced 3 regional community events for 475 attendees
- Coordinated 3 annual business dinner meetings for 900 attendees on budget of \$90,000
- Managed SoyPlus' \$27 million plant expansions press conference for 90 attendees
- Initiated effective communication within all sectors of cooperative to accomplish goals
- Created weekly staff publications using Microsoft Suite and Adobe software

Iowa State University Athletic Department-Development Office Ames, IA

Student Associate of Special Events, Internship: August 2014-April 2015

- Supervised 10 premium seating attendants at Jack Trice Stadium and Hilton Coliseum
- Connected with guests to solve issues onsite to ensure satisfying experiences
- Collaborated with team to produce 8 special events for the Letter Winners and Cyclone Club
- Assisted Production and Operations teams with facility turn overs at Hilton Coliseum

Centerplate- Iowa Cubs Des Moines, IA

Catering Manager, Internship: March 2014-August 2014

- Contacted suite holders to obtain orders for 70 games and created banquet event orders
- Facilitated daily communication with 20 suite staff, chef, warehouse, and general manager
- Processed monetary transaction, invoices, schedules and inventory

Professional Certifications

National Restaurant Association: ServSafe, *December 2015*

IAVM: Trained Crowd Manager, *April 2015*

National Restaurant Association: Manage First, *November 2014*

Cvent Supplier Network: Cvent certified, *February 2014*

Civic Involvement

Grimes Chamber member, Greater Des Moines Partnership member, and active 4-H Alumnus

Achievements

Iowa State University: Dean's List, Destination Iowa State leader, and Firefly Country Nights coordinator