**MILAN RAMSON**

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Washington, DC 20009 Cell: 202-460-2722

**EDUCATION**

The Pennsylvania State University,

Bachelor of Arts, Integrative Arts Graduation Date: May 2020

Concentrations: Writing, Theater, and Dance

GPA: 3.2, Dean’s List: two out of eight semesters

**RESEARCH EXPERIENCE**

*Penn State Altoona*, Theatre Department, Altoona, PA

**Research Assistant** with Associate Professor of Theatre Arts, Robin Reese January 2019 – May 2019

* Conducted research on the Opioid Crisis, identified and analyzed themes from news stories, and generated content for the professor to use for a book

**RELEVANT COLLEGE ACTIVITIES**

Writer: *Altoona Collegiate Review* Creative Writer: *Hard Freight* Writer: *LiveWire*

Metzo: Soprano Singer Dance: Modern, Ballet

Performance Roles:

 -Latany McQuinn *And It Begins Like This*

 -Carly, *Reasons to be Pretty*

**RELEVANT SKILLS**

Orchestrated sound, lighting, set design

Microsoft Office, Video Editing, iMovie, Photography, Google Suite

**WORK EXPERIENCE**

**Case Monitor**,*Department of Employment Services*,Washington, DC May-August 2018– Current

* Scheduled appointments for clients, operated multi-line phone system and created professional correspondence
* Maintain relationships with Participants throughout the course of the six-week program and through extensions
* Provided opportunities for youth to go back to school for their GED, posted job opportunities, planned job development programs, and referred them to community housing
* Enter data into government systems
* Visited over 60 sites making sure that they were safe and participants were getting proper job training

**Concierge,** *CIM Company, Washington, DC* June 2020- Current

* The first point of contact for any property buyers. Schedule building tours respond to maintenance requests, answer phones, and redirect each call to the corresponding sector of the building.
* Interact with customers, check packages in and out through digital systems, and provide information to future renters/buyers.
* Plan and organize building-wide events.

**Resident Assistant***,**Penn State Altoona, Residence Life*, Altoona, PA August 2019-May 2020

* Plan and organize educational and social activities for residents
* Interact with residents and refer them to resources at the college
* Collaborated with professional staff and peers to make inclusive environments on campus

**Box Office Attendant**,*Misciagna Center for Performing Arts*,Altoona, PA January 2018-May 2020

* Sell tickets to performances to the public as well as set up lights and sound for productions
* Participated in designing sets for theatrical, dance, and musical performances

**Sales Associate**, *Zara, Washington , DC* August 2017- December 2018

* First point of contact to all customers
* Operated a cash register, built clientele, and met store goals daily.
* Experience in the stock room, finding items that are not on the floor using electronic devices.
* Enter online packages in the Zara database, retrieve packages for customers with online orders, scanned packaged out and checked to see if the customer was the owner.
* Folded tables, made sure the store was tidy , and closed with managed (operating registers) shutting down and making daily deposits.

**Case Manager**,*Department of Employment Services*,Washington, DC May-August 2016–2017

* Scheduled appointments for clients, operated multi-line phone system and created professional correspondence
* Interviewed employees and wrote a department publication bi-weekly
* Provided opportunities for youth and elderly to go back to school for their GED, posted job opportunities, planned job development programs, and referred them to community housing