

# Grace Abbott

4612 North 92<sup>nd</sup> Street  
Omaha, NE 68117  
(402)213-3607  
gabbott@unomaha.edu

## Education

University of Nebraska at Omaha Anticipated Graduation – May 2017  
**Bachelor of Science in Social Work** GPA: 3.9/4.0

Minor: LGBTQ/Sexuality Studies

- Susan T. Buffet Scholarship Recipient (full-tuition)
- Regents Scholarship Recipient (full-tuition)
- Chancellor's List (3 semesters) and Dean's List (1 semester)
- Order of Omega Academic Honor society

## Employment Experience

**Metro Credit Union** August 2015-Present

*Teller*

- Process transactions in a timely, competent manner to ensure customer satisfaction
- Display exemplary customer service by being knowledgeable on all products, providing members with information that will improve their financial well-being, and answering all questions fully
- Maintain a balanced drawer to demonstrate proficiency in transactions

**University of Nebraska at Omaha, Parking Services** February 2014-July 2015

*Parking Lot Attendant*

- Enforced UNO parking rules and regulations disbursing parking tickets to those who were incorrectly parked
- Memorized rules and regulations for all parking lots and parking permits in order to be a knowledgeable resource for co-workers and students
- Answered questions in a clear, concise manner, including overcoming language barriers
- Defused situations when working with an unhappy customer by remaining calm and addressing their concerns

## Internship Experience

**Thompson Learning Community** August 2014-May 2015

*First Year Peer Mentor Internship*

- Serve as a resource for eleven mentees who received the Buffet Scholarship as they transition from high school to college
- Co-taught a seminar for mentees with an advisor first semester
- Meet with mentees one-on-one once a month, meet biweekly with teaching partner, and attend monthly mentor/mentee dinners
- Perform clerical duties including providing front desk help, making copies, and answering basic questions

## Leadership Experience

**Zeta Tau Alpha Sorority**

*Parent/Alumnae Chairman*

January 2016-Present

- Connect alumnae and parents of members to the collegiate chapter through planned events and monthly newsletter

*Academic Achievement Chairman*

December 2014-December 2015

- Promote the academic success of all members through academic programming, in-person workshops, and online learning modules

**Order of Omega Honor Society**

April 2015-Present

*Secretary*

- Document notes from meetings so that all members are informed of the current state of the organization

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## Volunteer Experience

**AseraCare Hospice** – Omaha, NE

January 2015-May 2015

*Volunteer – Service Learning*

- Performed through my Social Work and Civil Engagement class in conjunction with AseraCare
- Facilitate the Timeslips program once a week at Skyline retirement home in Omaha, NE (Timeslips is group storytelling with dementia patients which focuses on creativity and takes away the pressure to remember)

**UNO Service Learning Academy**

January 2014-May 2014

*Volunteer – Elder-Senior Prom*

- Collaborated with Gerontology class members and Lewis and Clark Middle School students for event planning for Elder-Senior Prom
- Organized the event activities with a representative from the UNO Service Learning Academy

**Breast Cancer Education and Awareness**

August 2013-Present

*Volunteer*

- Participated in and advertised events to promote and raise funds for breast cancer education and awareness: Race for the Cure, Think Pink Week, Canines Against Cancer, and ZTA Pancake Feed