

# LAUREL PATTERSON

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## CAREER EXPERIENCE

**Secretary, Student Development** *Slippery Rock University. 2007 - Present*  
Support three departments with a variety of services, including travel requests, purchase requisitions, web site edits, and student worker supervision.

**Freelance Writer and Speaker** *Owner of Patterson Presentations. 2006 - Present*  
Share information on topics related to ecopsychology and well-being.

**Information Technology Technician  
and Admissions Office Assistant/Supervisor** *Pittsburgh Technical Institute. 1994 - 2005*  
Support employees with software lessons and assistance. Process student applications.

## SELECTED DEMONSTRATED ACHIEVEMENTS

- Presented training sessions on Stress Relief via Nature to SRU students and staff, in the Center for Student Involvement and Leadership, the Institute for Learning in Retirement, and the Recreational Therapy Club workshop all with positive feedback. (SRU CSIL department)
- Organized and improved various procedures in department, including the main spreadsheet to combine several spreadsheets and calculate information used to award scholarships objectively. (SRU Honors Program)
- Initiated coordination of three departments, eliminating duplication of effort and saving PTI over \$10,000 in man-hours and printing costs. (Pittsburgh Technical Institute)
- Increased efficiency of staff reporting by teaching techniques that cut time and errors significantly. In one case, a weekly job taking 16 hours was reduced to 2 hours. (Pittsburgh Technical Institute)
- Achieved First Place award in Article writing contest. (Pennwriters Conference)
- Reached Competent Toastmaster designation. (Toastmasters International Communication & Leadership Program)

## EDUCATIONAL PREPARATION

**Bachelor's in Professional Studies** 12/2012  
Slippery Rock University, Slippery Rock, PA 4.0 QPA  
Focus on English, communication and the environment

**Associate in Arts in Humanities** 8/2005  
**and Associate in Science in Word Processing** 12/1993  
Community College of Allegheny County, West Mifflin, PA 4.0 QPA

**Professional Development Supervisor Level 1 & 2 Certificates** 2002 - 2003  
PTI & The Airport Corridor Alliance—Professional Enhancement Program  
Workshops on Leadership, Influencing, Project Management, etc.

## VOLUNTEER/PRO BONO WORK

**The Honor Society of Phi Kappa Phi at SRU** 2012 - Present  
Inducted in 2012, Officer since 2014, currently President & Public Relations Officer

**Society for Technical Communication** 2007 - 2009  
Develop theme of Annual Employment Meetings, recruit and coordinate four to five speakers to present information on various facets of that theme

**WorkQuest** 2005 - 2008  
Present information to members on subjects of body language and mirroring, personality styles, and healthy lifestyle habits

**Fallingwater** 2002 - 2005  
Interpret Land of Fallingwater Hikes for Western Pennsylvania Conservancy—a three-hour hike, helping visitors to appreciate Frank Lloyd Wright's design as influenced by the land, as well as the natural history of Bear Run and human impact on our environment Positive feedback from visitors

**Sign Language Interpreter** 1986 - 1989  
Interpreted in Signed English or ASL for deaf friends – conversations, movies, job interviews, religious services, and conferences.