

# Shannon McMaster

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## PROFILE

Customer service. Who is the customer? Whoever needs what I can provide.

## EXPERIENCE

### **Field Organizer, Michigan Democratic Party July-November, 2018**

Voter contact, volunteer recruitment, data entry and reporting.

### **Consultant, C3 West Michigan's Inclusive Spiritual Connection June-August, 2018**

Review of Office Manager, volunteer participation, and technology needs. Report to Board of Trustees.

### **Store Manager, The Bookman; Grand Haven, MI 2015-2018**

Customer service, sales, ordering, returns, training, staff supervision, social media.

### **Returns Assistant, Schuler Books; Grand Rapids, MI 2012-2014**

Warehouse labor, data entry.

### **Assistant Planner, City of Boyne City; Boyne City, MI 2007-2012**

Public service to stakeholders in the development process—owners, builders, elected and appointed officials—to develop community plans and enforce community standards, community outreach, grant writing and administration.

### **Executive Director, Muskegon Heights DDA; Muskegon Heights, MI 2006-2007**

Economic and community development, community partnerships, budgeting, property management, support to elected and appointed officials.

## EDUCATION

Grand Valley State University — Master of Public Administration, 2007

Norwich University—Bachelor of Liberal Arts, 2001

## SKILLS

Microsoft Office, ArcGIS, database use, excellent phone and in-person skills, long-form report and grant writing, short and informative memo writing, social media content generation. Customer service means owning my part in an interaction and finding a way to get the person I am interacting with the thing they want, or to get them closer to their goal by helping them understand who to talk to, and, as best I can, their next options.