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07/2007 - 11/2009

United States Postal Service

Lansing, MI

### **Mail Handler**

- Worked in mail processing, receiving and distribution.
  - Job required me to adapt to changes as my duties varied daily.
  - Work collaboratively with other people in different sections to meet a common goal.
  - Required to prioritize work in order to meet daily deadlines.
  - Required to work overtime on short notice.
  - Required to watch my work in order to ensure it was complying with U.S.P.S. standards.
  - Load and unload mail trucks.
  - Sorted, organized, and processed mail for distribution according to U.S.P.S. guidelines.
  - Operated automated machinery.
  - Operated forklift and mules.
  - Worked individually and in teams.
  - Had to repeatedly lift up to 75 pounds.
  - Trained new hires.
  - Worked varied shifts including nights, weekends, holidays and overtime.
  - Required me to learn new tasks fast and accurately.
  - Attended weekly staff meetings in regards to policy changes and safety training.
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08/2008 - 5/2009

Leslie High School

Leslie, MI

### **English Teacher Intern**

- Educated young adults to prepare them for the future.
  - Managed a classroom of 30 students, 5 different periods of the day.
  - Maintained a webpage for each class.
  - Worked collaboratively with other teachers and members of staff.
  - Planned lessons and made sure to organize them within the semester to make sure I was meeting the district calendar.
  - Worked to ensure I was complying with State and Federal Laws, working towards AYP.
  - Worked to make sure I was complying with our department Grade Level Content Expectations and Standards.
  - Computer and other office equipment use. Computer programs include Microsoft Office, Adobe Acrobat, Word, Excel, PowerPoint, and Grade Quick.
  - Trained mentor teacher on computer use.
  - Wrote lessons and assessments.
  - Prepared analyses and reports to present to the school, students, and parents.
  - Attended staff meetings.
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10/2001 - 8/2004

Delta Dental Plan of Michigan

Okemos, MI

### **Customer Service Associate**

- Certified Dental Assistant, certificate completed at Lansing Community College.
  - Answered over 100 inbound customer inquiries daily about policy and claims processing.
  - Customers included dental insurance subscribers, providers and employers.
  - Processed and adjusted dental claims.
  - Use of computer, respectful use of internet, and other office equipment (i.e.-fax, scanner, copy machine, multi-line phone system).
  - Fast-paced work environment.
  - Attended training sessions and helped train new hires.
  - Had to prioritize, track, and report on dental claims.
  - Worked collaboratively with other departments to ensure proper claims handling.
  - Called providers and subscribers to request information.
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### **Certifications**

#### **Secondary Teaching Certification: English and history**

Teaching Internship completed at Michigan State University, May 2009.

## Elizabeth N. Collins

### Community Service

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- Tutored English Language Learners
- Tutored students in reading through the Read to Succeed program sponsored by the Literacy Coalition.

### Education

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08/2011 – 08/2013

Michigan State University

East Lansing, MI

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#### Master of Arts in Education Degree

- Concentration in Technology and Learning.
  - To be completed Summer 2013
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08/2005 - 08/2008

Michigan State University

East Lansing, MI

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#### Bachelor of Arts Degree

- Bachelor degree in English with a history minor, completed August 2008.
- Completed yearlong teaching internship for Secondary Education May 2009.
- Completed other teaching experiences including working with students with special needs and a young adult alternative school.
- Completed a yearlong internship (32 hours per week) as an English teacher at Leslie High School.
- Completed a yearlong internship (4 hours per weeks) as an English teacher at St. Martha School.
- Completed a semester long internship (4 hours per week) as an English teacher at Harry Hill Academy.
- Completed 90 observational hours in an English classroom at Holt High School.
- Completed many analyses, case studies and reports.
- All of these experiences taught me how to work collaboratively with other teachers, parents, students, administration, and other members of staff to educate young adults and prepare them for the future. Required me to keep records and reports of individual students as well as whole classes and grade levels.

### Continuing Education

- Completed masters level coursework in Education. Planning to earn Master's Degree in Education.

### References

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#### Professional

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