

Lucy Japsen

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EXPERIENCE

Communications/Public Affairs Associate – Archdiocese of Chicago June 2023- present

- Write and edit press releases and media alerts for upcoming publications
- Coordinate content calendar for Archdiocese social media platforms
- Review daily media clips for controversial topics, biases and inaccurate information
- Research events at parishes to determine if appropriate for media stories or publications

Forbes Healthcare Summit (Communications Assistant) December 2020- present

- Assisted programming and healthcare editorial team on virtual media event
- Edited healthcare executive talking points

Residence Hall Desk Clerk – University of Iowa August 2021-May 2023

Burge Residence Hall, University of Iowa Housing and Dining, Iowa City, IA

- Assisted in the day-to-day operations and customer service at residence hall front desk
- Trained on procedures for emergencies such as fires, severe weather, armed intruder
- Other daily tasks included certified USPS mail handling as well as precise and accurate inventorying of resources.

Ticket Office Assistant – University of Iowa May-July 2022

University of Iowa Athletics Ticket Office, Iowa City, IA

- Answered phone calls and assisted customers with purchasing tickets; processed paper order forms during season renewal periods; prepared single-game tickets and season renewing for the upcoming season

Guest Services Ambassador – Chicago Cubs April 2018-August 2021

- Job duties included scanning tickets at the gate, handing out free promotional items to fans, creating “First Time at Wrigley Field” certificates for fans, directing fans to their seats if they are lost
- Developed and implemented strategies to improve guest experiences and to build loyalty

Recreation Leader – Chicago Park District June 2018-August 2021

Summer position, Chicago Park District, Chicago, IL

- Supervised camper activities to address behavioral issues and promote fun, safety and inclusivity.

EDUCATION

University of Iowa, Iowa City, IA May 2023

Bachelor of Arts – *Communication Studies, College of Liberal Arts and Sciences*

TECHNICAL & PROFESSIONAL SKILLS

Microsoft Excel	Canva	Social Media Platforms
Microsoft Word	Customer Service	Business Development
Microsoft Outlook	Conflict Resolution	Interpersonal Communication

VOLUNTEER EXPERIENCE

Volunteer, Misericordia Heart of Mercy November 2019

Volunteer, Common Pantry Chicago December 2016, various dates in 2017 & 2018