

EMILEE WIGGS

CREATIVE ORGANIZATIONAL COMMUNICATIVE

CONTACT

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EDUCATION

MA IN BIBLICAL STUDIES • AUGUST
2019-JUNE 2019

Moody Bible Institute
Chicago, Illinois

BA IN ENGLISH & PSYCHOLOGY
AUGUST 2015-MAY 2018

Illinois State University
Normal, Illinois

LEADERSHIP

I dedicated seven years as a staff-level volunteer in the children's ministry at Eastview Christian Church, where I preached to a large group of 75 children and volunteers across multiple services. I also took on leadership roles, guiding volunteers, some of whom had over 30 years of experience in the 2nd and 3rd grade ministry. Additionally, I had the privilege of delivering a speech to honor all the volunteers in the nursery through 5th grade ministries during the team lead dinner. Additionally, I volunteered in the high school ministry mentoring students and serving as the high school barista to provide a point of connection for new students.

As a high school teacher, it was a high value of mine to mentor the students I was educating. I met up with them for coffee and during my lunch and office hours. My approach is that of inclusiveness and finding value in each person and their unique skills they bring to the table. It's exciting to bring a diverse group of people together, build a team and watch their success. I'm a natural people person who revels in the success of others.

PROFESSIONAL SUMMARY

I possess strong interpersonal skills and a relational approach, coupled with a growth mindset. I am committed to ensuring that individuals from all demographics feel heard and recognized as valuable contributors in group or team environments. With experience in leadership and public speaking, I thrive as a volunteer and motivator. My natural listening abilities and patience further enhance my effectiveness in these roles.

EXPERIENCE

CUSTOMER CARE SPECIALIST II • JANUARY 2024-PRESENT
STATE FARM BLOOMINGTON, ILLINOIS

- Discussed policy changes with agents and provided guidance on efficient corrective actions.
- Demonstrated strong customer service skills with an "agent first" perspective to ensure a first-class experience for agents.
- Utilized leadership abilities during team meetings by coordinating icebreakers and delivering updates on standard work.

WEDDING COORDINATOR • OCTOBER 2019-AUGUST 2024
EASTVIEW CHRISTIAN CHURCH BLOOMINGTON, ILLINOIS

- Served as the liaison between couples and the pastor, facilitating communication at Eastview Christian Church.
- Contacted couples to schedule initial meetings, ensuring flexibility to accommodate their availability.
- Coordinated all aspects of the ceremony outline on the wedding day, as well as managing the rehearsal.

HIGH SCHOOL ENGLISH TEACHER • AUGUST 2022-JANUARY 2024
CORNERSTONE CHRISTIAN ACADEMY BLOOMINGTON, ILLINOIS

- Possesses a strong knowledge of English literature.
- Shared enthusiasm for literature with students to foster engagement and interest.
- Assessed and recorded student progress, providing valuable feedback.
- Led parent-teacher conferences when necessary to discuss student development.
- Collaborated with department colleagues and school staff to cultivate a welcoming community.
- Coached JV and Varsity girls' high school basketball teams.

EXTERNAL PROJECTS

- Routinely updated and edited the "Family Ministry Wall" at my church-an overview of childhood milestones for parents, from birth to 18 years old.
- Edited and pulled most up-to-date resources and staffing/contact info for pamphlets called "Topical Tips" for each parenting experienced (e.g. fostering and adoption, divorce, navigating mental health with a child, etc.).
- Involved in the brainstorming of series themes and camp themes with the children's ministry at my church. This included collaborating with the communications team on designs for the advertising, signage, and tee shirts for the camps.
- Wrote scripts for early childhood teaching videos.
- Utilized Asana to manage tasks that included multiple department crossover primarily within the children's ministry department.
- I am currently working on an anatomy of the mind novel.