



Dan Sheehan

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Experience

GUEST SERVICES, ADLER PLANETARIUM; CHICAGO, IL – JULY 2016-DECEMBER 2016

- Led student orientations and tours of the planetarium, requiring the memorization and frequent public recitation of numerous facts, scientific concepts, and historical stories.
- Balanced daily membership sales financial statements and managed membership information database
- Solicited membership, group event, and special event ticket sales for commission

FREELANCE CONTENT WRITER, LEVENSON GROUP AND OTHERS; 2014-PRESENT

- Wrote and conceived an ad campaign for Church's Chicken with Levenson Group that gathered at least 1.3 thousand email addresses and received just over two thousand Facebook shares.
- Launched blog series for JR Ewing Bourbon, a tie in to the show "Dallas" on the WB with Levenson Group
- Wrote headlines and articles for ClickHole, a subsidiary of The Onion, receiving over upwards of 4200 likes and over 1200 shares
- Headed event coverage of the Chicago Comics and Entertainment Expo for Spark Notes
- Maintains social media presence with a combined following of over 108,000 individual followers with an engagement rate over 4.9%
- Coordinated social media presence of Frequency Coffee, and independent coffee shop in Columbia, MO

CUSTOMER SUPPORT REPRESENTATIVE, BREADCRUMB; CHICAGO, IL – APRIL 2014-JUNE 2015

- Resolved upwards of 200 customer satisfaction and tech support calls per day
- Provided phone and on site device setup and support for clients of Breadcrumb, Groupon's point of sale application

SUMMER ADMINISTRATIVE INTERN, MORGAN STANLEY; ORLAND PARK, IL – 2010-2013

- Selected to intern for three consecutive summers for work that consisted of maintaining relationships with clients, email marketing, administrative assistance, research, data entry, and event coordination.

Education

University of Missouri, Columbia, MO – English, Graduated 2013

Skills

All Social Media Platforms and Analytics, Web Analytics, Microsoft Office, Wordpress, Squarespace, Salesforce, Adobe Creative Suite, Mac OS, iOS, Windows, Android, SEO, Public Speaking, Podcasting, Data Entry