

Patricia (Trixie) Dantis

www.trixupmysleeve.com

SKILLS SUMMARY

- Extensive customer service experience.
- Demonstrated instruction and staff training competencies.
- Supervisory and management experience in a variety of organizational settings.
- Skills and experience teaching, mentoring, and working with youth.
- Program development, promotion, and implementation competencies.
- Knowledge of XHTML and CSS for basic web design.
- Experience providing tech skills, reference, readers' advisory, and circulation assistance in a public library.

PROFESSIONAL EXPERIENCE

Arlington Heights Memorial Library Arlington Heights, IL January 2012 - present

Teen Librarian (December 2013 - present)

- Evaluate, suggest, and implement changes, like outcomes-based planning and evaluation, to programming library-wide through task force appointment.
- Assist in training and mentoring staff, interns, and volunteers.
- Work with local schools and community organizations to develop programs and services to meet educational and social needs.
- Develop, promote, and implement teen programs and passive services with a focus on STEM topics and building literacy.

Teen Advisor (February 2013 - present)

- Plan and execute a monthly program and passive services (book display, drop-in DIY kits, and social media contests).
- Responsible for engaging and interacting with customers using social media channels (blog posting, Facebook, Instagram, Twitter, Instagram, and Tumblr).
- Provide outreach to middle and high school students and staff.
- Assist and instruct customers at library service points.
- Maintain supplies and equipment for prototyping projects and program delivery.

Programs Assistant (January 2012 - February 2013)

- Develop, promote, and implement adult, all ages, and teen library programs that educate, entertain, or assist library customers.
- Responsible for entering programs into Evanced event software and managing the Drupal web calendar for all library programs.
- Manage online evaluation process and create monthly reports to demonstrate program value.
- Edit program recordings using iMovie and post video recording as well as any related presentations and/or handouts to the Recent Programs blog.
- Create and maintain training documentation relating to program processes.
- Manage scheduling of 10 Programs volunteers.
- Provide coverage at the ESL/Literacy office.
- Computer class instruction.

Revolution Brewing Company Chicago, IL

February 2010 - March 2014

Server & Bartender

- Provide quality customer service in a fast paced environment.
- Contribute feedback and suggestions about policies and procedures to create organizational effectiveness for a new company.
- Research of beer styles and types to offer guests information on products available.

CareerBuilder, LLC Chicago, IL

April 2005 - November 2009

Finance - Corporate Sales Support Specialist & Supervisor (November 2006 - November 2009)

- Identify areas of improvement and implements new procedures.
- Manage, develop and evaluate staff; set objectives and follow-up on results; devise a set of metrics by which to measure individual activities and performance.
- Perform quality assessment on contracts and their related system orders for accuracy
- Maintain current knowledge regarding billing practices and credit/collection activities, educating and sharing this knowledge with staff.
- Manage a team of Corporate Sales Support representatives.
- Monitor and ensure staff competency, education, and training; cross-train departmental staff to provide assistance for overall operation of the business office.

Sales - Inbound Sales Representative & Staffing Account Specialist (April 2005 - November 2006)

- Meticulously focus on details of customers' orders on a daily basis.
- Administer accounts with a customer-centered approach to client relations.
- Proficiently employ Microsoft Office and Outlook to communicate internally within the CareerBuilder organization and customer base to provide superior customer service while maximizing sales opportunities.
- Manage a base of business consisting of 100+ customer accounts on a monthly basis.

House of Blues Entertainment, Inc. Chicago, IL

June 2001 - March 2005

Hostess, Server, & Bartender

- Employ a customer-centered approach to guest relations.
- While working full-time as a server, carried a full university course load.
- Communicate between different departments of the House of Blues to ensure customer satisfaction.
- Receptionist tasks: answering telephones, filing and greeting customers.
- A shift leader and private event captain.
- Train new hires on procedure and proper customer service.
- Completed "Train the Trainer" program and TIPS certification.

Jewish Community Centers Chicago, IL

June 2000 - February 2001

Counselor & Daycare Staff

- Provide instruction in Art and Science courses.
- Mentor youth in a classroom setting.
- Chaperone youth on weekly field trips.
- Direct youth and participate in physical education activities.

EDUCATION

Dominican University River Forest, IL

Master of Library & Information Science, 2012

University of Illinois Chicago, IL
Bachelor of Arts, English, 2004

VOLUNTEER ACTIVITIES

ESL/Literacy Lab Tutor/Instructor - Arlington Heights Memorial Library Arlington Heights, IL January 2013 – present

- Tutor ESL adult learners.
- Facilitate Culture & Conversations class.
- Assist and provide desk coverage in the Lab.

Mentoring Program – Team M3 Chicago, IL May 2011 – October 2011

- Mentor at minimum one high school student during six month training period.
- Promote fitness and goal-setting through training and competing in a 5K, half marathon, and full marathon.
- Chaperone youth on field trips.

Mentoring Program – Otis Elementary Chicago, IL October 2005 – November 2009

- Mentor at minimum one student during school year.
- Help create and participate in book club to promote literacy.
- Chaperone youth on field trips.
- Help create and participate in activities with youth to promote diversity and develop global understanding.

Habitat for Humanity Chicago, IL Multiple dates April 2005 – November 2009

Assist in building homes for low income families.

LifeLong Connections Chicago, IL Multiple events 2002-2003

Help plan and participated in fundraisers and events.

PROFESSIONAL DEVELOPMENT

American Library Association

YALSA Board Diversity Task Force

YALSA Board of Directors Fellow 2016-2017

YALSA Midwinter 2017 Paper Presentation Chair

Illinois Library Association

Cultural and Racial Diversity Committee

ILA Conference Planning Committee 2016

iREAD 2017 Resource Guide Task Force

Reaching Forward Planning Committee

Young Adult Services Forum

Reaching Across Illinois Library System

Programmers United for Library Service Excellence

World Languages Networking Group

Young Adult Librarian Discussion Group

PROFESSIONAL SPEAKING ENGAGEMENTS

Illinois Library Association Conference

Panel Presenter

Building Community: Engagement from the Classroom to the Boardroom (October 2015)

Todos Para Uno: Serving Non-native Speaking Youth (October 2015)

The Digital Shift Virtual Conference

Presenter

PROGRAMming at the Library (October 2015)

American Library Association Annual Conference

Poster Presenter

Engaging Customers with Creative and Cutting-Edge Music Programs (June 2015)

Library Administrators Conference of Northern Illinois

Panel Presenter

Strategic Planning for Teens (March 2014)

PUBLICATIONS

Illinois Library Association Reporter

2015 Sylvia Murphy Williams Scholars (December 2015)

iREAD Resource Guide

Getting Dirty with a Teen-run Community Garden (October 2015)