

# Ragina Lashley

<https://raginalashley.com/portfolio-2/>

## EXPERIENCE

### **MacElree Harvey, Wilmington, DE — *File Clerk/Receptionist***

June 2019 - March 2020

Manage front desk and phone line. Greet current and potential clients. Manage incoming documents and mail. Update and organize the physical and digital files of client documents. Assist staff with additional duties as assigned (production, witness statements, court filing/courier contact).

### **Winterthur Museum & Gardens, Wilmington, DE — *Visitor Services Associate***

August 2018 - Present

Assist with general museum inquiries. Cash handling & process ticketing, reservation, and membership purchases. Provide tour, exhibit, and program information.

### **Cliché Magazine, Remote — *Music Writer***

January 2017 - March 2018

Write and post music-related articles, and blog posts for the magazine and website

### **Honda Financial Services, Wilmington, DE — *Representative***

March 2017 - January 2018

Demonstrate conflict resolution, increase customer satisfaction scores for the region. Assist with debt/collection planning for financed accounts. Adhere to compliance laws, and legal policies & procedures, conduct minimal skip tracing, and navigate Windows-based software.

### **WWEC 88.3FM, Elizabethtown, PA — *Music & Programming Director***

August 2014 - May 2016

Follow music trends & news, communicate with student body, and reflect their music interests. Maintain MegaSeg library. Encouraged various student groups, including ALANA students to produce programming.

## EDUCATION

### **University of Delaware, Professional & Continuing Studies, Wilmington, DE — *Certificate in Paralegal Studies***

September 2018 – July 2019

### **Elizabethtown College, Elizabethtown, PA — *B.A in Communications*** August 2012 - May 2016

Concentration in Mass Communications & Professional Writing.

## PUBLICATIONS

**Cliché Magazine—**

[\*Blog & Magazine\*](#)

**The Etownian — [\*News & Features\*](#)**

**Vox (formerly Fine Print)—**

[\*College Literary Magazine\*](#)

## SKILLS

Problem Solving

Transcription

Customer Service

Writing

Calendaring

Organizational

Social Media

Interviewing

Research

Public-Speaking

Clerical

Time Management

Microsoft Office (Outlook, Word)

## AWARDS

### **Exemplary Leadership Award**

Elizabethtown College, 2016,  
Significant contribution to  
campus community.

### **Donald E. Smith Award**

Elizabethtown College, 2016,  
Excellence in Audio Production

### **Serviam Award**

Ursuline Academy, 2012,  
Dedication to Serve

### **Silver Award**

Girl Scouts of Chesapeake Bay,  
2009, Leadership &  
Dedication to a Community Need

**LINKS** [www.raginalashley.com](http://www.raginalashley.com)

[www.linkedin.com/in/raginalashley](http://www.linkedin.com/in/raginalashley)