

Micah Courneya
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Work Experience

Legislative Assistant

**Sergeant at Arms Office-Minnesota House of Representatives
2018-present)**

(Jan

- Exhibits strong communication and customer service skills with all inter-departmental staff, representatives and members of the public via email and telephone correspondence
- Maintains speedy and professional communication with all House staff when it comes to answering questions about new hires, building-wide security measures, legislative information, and other legislative concerns
- Coordinates schedules for the High School Page Program that includes: hotel lodging information, scheduled meetings with representatives and other key officials, preparing informational packets, and other materials as necessary
- Designs labels, signs, guest passes, and powerpoint presentations for various purposes and events
- Exercises confidentiality when handling sensitive legislative materials
- Sets up meetings with legislative staff and other governmental and nongovernmental agencies
- Utilizes various computer programs and software and demonstrates a strong ability to operate efficiently in an office setting

Store Manager

Dunn Brothers Coffee

(Aug 2015-Jan 2018)

- Provided leadership to 13 employees and fosters team-building through weekly meetings/check-ins to ensure employees' needs are being met
- Promoted excellent customer service by setting standards for team-members to follow
- Conducted training for new, incoming store managers or franchise partners by explaining procedures and offers advice to influence their success
- Offered coaching and mentorship to struggling employees to help them be successful and provides corrective action when required.
- Utilized an "open-door" policy to facilitate an approachable and friendly atmosphere
- Participated in corporate meetings and presents ideas and suggestions from the viewpoint of both the customers and baristas, resulting in a multi-lateral approach to problem solving
- Ensured appropriate action is taken to enact cost-saving measures by utilizing creative scheduling, conducting inventory analysis, promoting employee work efficiency and assisting with projects both big and small.
- Exercised independent judgement when making operating decisions to resolve customer complaints, handle inter-staff friction, and adhere to company standards and values.
- Saved the store a \$1,000 annually by switching our light vendor to a more ecofriendly-less expensive alternative, resulting in lights at ¼ the price and 10 times the usable hours

- Implemented new baking pars that resulted in most efficient company store in terms of food waste, receiving high praise from the company president
- Consistently on the top ten list system wide for both top bean sales and top food sales
- Creates a successful store atmosphere that retains employees for long periods of time and is the number 1 company store with the least employee turnover, saving the company thousands annually
- Operates a variety of Microsoft programs on a daily basis, and is well versed in online scheduling applications, MyMicros programming, and point of sales systems

Committee Page

(Jan 2015-July 2015)

Minnesota House of Representatives

- Tracked issues in the Minnesota Legislature by coordinating with elected officials, legislative aides and lobbyists and ensured proper information was organized and disseminated
- On a daily basis, prepared large committee packets containing bill information, House research information and testimony for three House committees
- Coordinated with senate counterparts to ensure the logistics of meetings flowed smoothly during conference committees
- Navigated the capitol complex and delivered important documents under time constraints
- Worked in small teams and gained a working knowledge of the MN legislative process
- Assisted individuals, groups, and organizations with questions or concerns during committees by relaying information to and from legislators

Committee Clerk for the Office of Representative Sharon Har

(Dec 2013-May 2014)

Hawaii House of Representatives

- Solely responsible for utilizing Microsoft One Note to sort and organize public testimony for the House Judiciary Committee for thrice weekly committee hearings
- Distributed committee packets containing bill information, agendas, and testimony to committee members and their staff
- Coordinated with the committee chair's office before and after hearings regarding upcoming agendas, room reservations, and testimony submissions
- Maintained bill tracking calendars in Excel for the representative's legislation and updated daily as bills moved through the committee process
- Drafted 10 separate floor statements for the representative regarding her policy positions and submitted them for public recordkeeping to the House Journal
- Projected strong professionalism when interacting with inter-office personnel, constituents, elected leaders, organizations, and interest groups
- Attended the representative's membership committees in her absence and kept rigorous notes on testimony given and decisions reached by sitting members

Education

B.A. in Political Science-Winona State University

2010

