

# Shannon M. Stover

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724-355-7332

## Education

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The Pennsylvania State University  
University Park, PA 16802  
Bachelor of Science in Recreation, Parks, and Tourism Management

Anticipated Graduation: May 2023  
GPA: 3.89/4.00



**PennState**

## Work Experience

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### Butler County Tourism and Convention Bureau

Zelienople, PA

May 2021 - August 2021

Job Title: Marketing and Sales Intern

- Created publishable marketing content to promote the bureau's events, marketing campaigns, and the bureau's membership
- Established connections with current and prospective members with the sales team to bring in new business opportunities to the bureau

### Undergraduate Research Assistant

Schroeder Tourism Laboratory

Fall 2019 – Fall 2021

- Create a new database of contact information for every tourism organization in each state of the United States and write weekly data reports to track current progress and plan for future research routines

### Phelps Nursery

Cranberry Township, PA

Summer 2020

Job Title: Customer Service & Retail Assistant

- Managed daily operations including customer flow throughout the facility, answering customer phone calls, and completing financial transactions
- Prepared delivery invoices for contracting businesses or homeowners and collected necessary inventory

### UPMC Lemieux Sports Complex

Cranberry Township, PA

April 2017 – December 2019

Job Title: Front Desk Associate and Birthday Party Coordinator

- Assisted customers and hockey teams with initial operations including financial transactions, scheduling conflicts, and direction around the facility
- Coordinated ice skating birthday parties by gathering skates, decorating the room, delivering food and beverages, and maintaining an overall positive atmosphere

## College Engagement & Leadership

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College of Health and Human Development Ambassador

- Connect perspective students with the college of Health and Human Development and represent the department at various student programming events

Dear Hero Program – Vice President

- Enhance military morale for veterans and active-duty soldiers through letter writing campaigns and care packages

RPTM Student Society

- Establish connections with students and the faculty members for networking purposes and to enhance the department from a student perspective

## Honors and Achievements

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- Mills Family Honors Scholarship Recipient
- Student Leader Scholarship Recipient
- Communication Arts and Sciences Public Speaking Contest Finalist – Second Place out of 47 submissions
- Deans List's Recipient: Fall 2019 – Fall 2021