

# Douglas Benjamin Fisher

Po Box 3131, Commerce, TX 75429

(573) 429-3545

douglas.benjamin.fisher@gmail.com

## EDUCATION

### M.S. Organizational Communications

*Murray State University, Murray KY*

Emphasis: Interpersonal Communication

MAY  
2009

### B.S. Public Relations

*Murray State University, Murray KY*

Minor: English & Creative Writing

MAY  
2005

## WORK EXPERIENCE

### Community Director

*Texas A&M - Commerce, Commerce, TX*

- Administers and supervises the total operation of a residence hall community consisting of 13 buildings and 430 residents
- Responsible for a staff of 15-20 student workers including Resident Assistants and Desk workers. Work includes evaluations of performance on a regular basis
- Works with the Associate Director of Residential Living and Learning (RLL) in developing and implementing residential programs, and with the maintenance/repair supervisors in performing custodial and maintenance operations
- Aids in the recruitment, selection, training, supervision and evaluation of the respective Resident Assistants, Desk Attendants and Night Clerks
- Assists students and staff with individual problems through counseling and referral and establishes an atmosphere conducive to academic study and productive community living
- Frequent presentations at trainings and in-services
- Processes the housing waitlist to offer optimal placement
- Extensive administrative work including monthly reports tracking maintenance issues, student and staff success, professional development
- Responsible for judicial affairs that take place in designated area (including conducting meetings with students and assigning educational sanctions)
- Serves on multiple Department & University Committees
- Uses StarRez software for all business

JUNE 2013  
-PRESENT

### Assistant Manager

*South Brook Apartments, Nashville, TN*

- Supervises the operation of a private apartment complex comprised of 10 buildings and approximately 500 residents
- Coordinate move-ins/outs, application approval, lease negotiations/renewals, retention programs and making apartments market ready
- Track and manage all paperwork of current and prospective tenants including payment processing
- Assist residents with any and ALL issue(s) regarding living arrangements, safety and personal residence
- Complete service requests and communicate all needs with Maintenance Department (includes weekly meetings to discuss ongoing issues or special areas of need)
- Communication across several organizations including, but not limited to, World Relief, Nashville South Precinct Police Department, Greater Nashville Apt. Association, Complete Screening and KEVCO Flooring Co.
- Conduct monthly market surveys and shop competitive communities
- Prepare and deliver statements of accounting notices for past due payment for current residents
- Receive and record monies collected and prepare bank deposit slips on an as-needed basis
- Utilize OneSite software to track and manage all business

DEC 2011  
-MAY 2013

## WORK EXPERIENCE cont.

### Advertisement Quality Evaluator

*Google, Inc., Mountain View, CA*

- Responsible for reporting and tracking the visual quality and content accuracy of Google advertisements
- Uses an online tool to examine advertising-related data of different kinds and provide feedback and analysis to Google
- Requires an in depth and up-to-date familiarity with English-speaking web culture and media
- Additionally, required to apply the above listed knowledge to a broad range of interests and topics
- Possesses excellent written communication skills and web analytic capabilities
- Responsible for working 30 hours per week on a self-directed schedule
- Works specifically involves examining and analyzing text, web pages, images, and other kinds of information

MAY 2011  
- MAY 2012

OCT 2009  
-MAY 2010

### Substitute Teacher

*Jefferson County Public Schools, Louisville, KY*

- Reports to school office at beginning of school day to pick up required materials/schedule of classes and at the end of the school day to return materials. Follows sign out procedures as prescribed by the principal.
- Carries out a program of study prescribed in the lesson plans left by the classroom teacher.
- Creates a classroom environment that is conducive to learning and appropriate to the maturity and interests of the students.
- Guides the learning process toward the achievement of curriculum goals and objectives as indicated in the lesson plans for the lessons, units, or projects assigned.
- Indicates to students at beginning of class the basic expectations for behavior in the class in accordance with school and Jefferson County Schools policies.
- Ensures that the students are never left unattended in the classroom.

### Residence Director

*Murray State University, Murray, KY*

- Administers and supervises a residence hall consisting of 520 students
- Responsible for developing and tracking programming initiatives, maintenance issues, building security and judicial affairs
- Hires, trains, manages and counsels a Resident Assistant staff of 12 and a desk staff of 5-8
- Serves as liaison between student body, housing department and various campus departments
- Supervises building schedule, budget and student worker payment verification
- Serves on multiple departmental and University committees
- Responsible for development and coordination of staff training activities to promote recruitment and retention
- Evaluate the performance of Resident Assistants on a regular basis and during the yearly departmental evaluation process

JULY 2007  
-MAY 2009

AUG 2006  
-MAY 2007

### Assistant Ticket Office Manager

*Murray State University, Murray, KY*

- Manages and coordinates a staff of 10-15 on event nights
- Assists in the development of an effective box office staff by selecting qualified student workers, training them in box office operations and customer service, providing appropriate supervision, enforcing operational policies and procedures published in a box office operations manual, and evaluating work performance
- Manages daily box office operations by supervising ticketing transactions, providing customer service, preparing the daily cash deposit for the box office(s) supervised and reconciling daily sales
- Safeguards ticket receipts by properly accounting for all cash received in the box office, verifying daily cash reports and maintaining accurate bookkeeping records regarding sales, and making deposits of ticket receipts appropriately

## WORK EXPERIENCE cont.

## Committees/Organizations/Honors/Activities

### Customer Service Representative & Head Cashier

*Lowe's Home Improvement Warehouse, Murray, KY & Oklahoma City, OK*

- Supervises and provides on the job training to 15-20 employees
- Manages the front end activities by proactively visiting Customer Service, Returns Desk, Front Line Registers, Commercial Registers, Lawn and Garden Registers, Vestibules and parking areas
- Required to respond to all customer and employee generated EAS alarm activations
- Trusted and responsible for securing and tracking daily sales of store ranging anywhere from \$10K - \$1 million
- Greets and acknowledges customers in a friendly, professional manner and provide quick responsive service to maximize the customer's shopping experience
- Handles basic maintenance concerns for department
- Unloads products from semi-truck trailer for stocking needs

NOV 2000

-JULY 2006

### Committees

- RA selection and recruitment
- RA training and development
- Marketing for Residential Living and Learning
- Diversity and Inclusion
  - Safe Spaces & Ally Training

### Organizations

- SWACUHO
- ACUHO-I

### Honors

- Master of Ceremonies at Murray State University's Hart Residential College Banquets (2008-2009)
- Residence Director of the Western Region of KY (2007)
- Guest speaker and performer at Missouri's State Youth Convention (2006)

### Activities

- Recorded second album titled "Forgive me, Father, for I have autotuned" (2013)
- Recorded first album titled "Straight laced." (2005)
- Participant in American Idol (2004)
- Won a total of 9 intramural championships at Murray State University (2000-2009)