

Jess Franks

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Professional Summary

All-American athlete and team captain
GVSU Cross Country Team

Presented at National Conference on Race
and Retention

Cook Leadership Fellow

5 years in client-facing retail position;
customer service training

Studied abroad in Warsaw, Poland

Intercultural Training Certificate

Education

Grand Valley State University, Allendale, MI Expected Graduation: December 2018
Bachelor of Arts GPA: 3.75

Major: Political Science

Minor: Women, Gender, and Sexuality Studies

Intercultural Training Certificate

Cracow University of Economics, Warsaw, Poland January to May 2017
Improved language skills and gained cross-cultural perspective on global business

Leadership

Leadership Fellow, GVSU Cook Leadership Academy Fall 2017 to present

- Mentored by 40 influential philanthropic business and academic leaders to build a new generation of ethical, servant leaders
- Attended premier business events, including the Grand Rapids Economics Club Luncheons & Annual Dinner, marquee GVSU events, World Affairs Council

Team Captain, GVSU Cross Country Team 2017 and 2018 seasons

- Selected by peers to mentor and encourage team of 57 Division II athletes
- Set goals related to team atmosphere and achievement; designed activities and built relationships in order to meet 100% of goals

Community Engagement

Kids Food Basket Spring 2018-present

- Packed meals for elementary school children throughout greater Grand Rapids
- Coordinated 85 GVSU athletes from 9 teams to fill a weekly volunteer schedule with the organization

Allendale Elementary School 2015-present

- Interacted with fourth graders as weekly "reading buddies" as part of the NCAA mentoring program

Customer Service Experience

Action Water Sports, Zeeland, MI Summers 2013-2017

- Advanced from student staff to seasonal sales position selling boats and watercraft
- Met or exceeded annual sales goals each summer
- Developed ability to interact with customers from various backgrounds identifying their needs in order to deliver specialized project

Presentation

Noel Levitz National Conference, Orlando, FL May 2018

- Presented "*Campus culture and the retention of student athletes of color on a pre-dominantly white campus: strategies for developing a sense of belonging on the team and in the campus community*"