

Abby has consistently developed and practiced communication skills as a student employee in our call center. Through her experience in the call center and presenting at a conference, she has developed and practiced many important communication skills.

During the 2025-2026 academic year, Abby worked on an extensive video editing project, where she used communication, feedback, time management, and editing skills to complete the project and exceed expectations. Within this project, Abby implemented accessibility requirements, including color contrast, subtitles, font selection, and careful animation usage. Feedback for this project came from several people, so Abby was required to manage this feedback and implement it. Abby worked on the project while completing other job duties and was able to manage time and change focus back to phone coverage when necessary, providing updates along the way. Specifically, Abby checked in with me during a high-volume call time that she would pause project work due to coverage needs, then checked in again when she could focus on the project.

In addition to project work, Abby consistently uses active listening and de-escalation to improve conversations on the phone. Abby has had no calls escalated to her manager in multiple years, and this is because she uses de-escalation to get those elevated questions answered and concerns addressed. Abby also helps other student employees locate resources and answer difficult questions, using her extensive job knowledge and her interest in continuing to learn more intricate policies and procedures.

Overall, Abby has excelled in communication in our office in all manners and continuously works to integrate her specific interests into her work.