

# Steven Vance

Chicago, IL

T 312.593.4857

steve@stevevance.net

## Experience

### **Chicago Bike Program, Bike Parking Management Intern; Chicago, — 2007-Present**

Completely overhauled data input and management methods, increasing the efficiency of interacting with bike parking data by creating a secure web-based application. Data includes contracts, invoices, requests, materials certification and inspection results. Developed a mapping tool to help create efficient routes that resulted in less time spent doing fieldwork. Programmed an automated system for obtaining supplementary information for bike rack database, including geographic coordinates and community area and ward information.

### **Shift Supervisor, Jamba Juice; Geneva and Chicago, IL — 2004-2008**

Manage the store operations, cash flow, and four to five employees on a daily basis. Perform inventory duties on store product to maintain food quality standards and manage and reduce waste. Effectively handle customer complaints and comments when they arise. Also lead, and completed, the training for dozens of new employees.

### **Dietary Aide, The Holmstad; Batavia, IL — 2000-2005**

Performed customer service duties to the elderly living in the health center and assisted living center on campus at The Holmstad. Served the correct meals, drinks and desserts according to residents' diets. Became the preferred dietary aide to manage the main dining room and the assisted living dining room for the evening meal.

## Education

Waubonsee Community College, Sugar Grove, IL

Associate of Arts, May 2005

Dean's List

University of Illinois at Chicago - Undergraduate degree

Received Bachelor of Arts, Sociology, in December 2007

Graduated Magna Cum Laude and with honors, 3.82 GPA

University of Illinois at Chicago – Graduate degree in progress

Will receive Master's in Urban Planning and Policy in May 2009

## Relevant Skills

- Advanced Microsoft Office knowledge
- Advanced Windows knowledge
- Advanced Mac knowledge
- Basic UNIX and Systems Administrator knowledge
- Excellent computer troubleshooting skills
- Experienced, avid city cyclist

## References

Alex Monreal, Dining Services Supervisor; The Holmstad, 630-879-4307

Stacey Benjamin, District Manager for Jamba Juice, 630-802-7243

Josh Burke, former General Manager at Jamba Juice in Chicago, 773-418-3349

1112 W. 18th St.  
Apt. 4F  
Chicago, IL 60608

**T** 312.593.4857

**T** 312.829.6992

steve@stevevance.net