

Emily Gibson

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Brownstown, Michigan 48174

Research-driven writer with two published cover stories among four published articles for The Mirror News, Henry Ford College's student newspaper. Earned an Associate of Arts in Journalism and a Certificate in Digital Marketing. Adept at interviewing diverse sources, including business owners, Ph.D.-level experts, and college professors while translating complex topics into clear, accurate, and engaging content.

SKILLS

- Content Writing
- AP Style
- Interviewing
- Fact-Checking
- News Writing
- Story Development
- Research
- Professional Communication

EXPERIENCE

STAFF WRITER (INTERN)

Henry Ford College

Dearborn, MI

January 2026 - May 2026

- Pitched original story ideas during editorial meetings that led to published articles.
- Published four AP-style newspaper articles, including two cover stories.
- Selected by the faculty advisor to write the newspaper's final cover story of the season.
- Interviewed business owners and Ph.D.-level experts, verifying information through research and fact-checking.
- Collaborated with editors to refine stories and meet publication deadlines.

FINANCIAL SOLUTIONS SPECIALIST

Advia Credit Union

Southgate, MI

October 2024 - December 2025

- Wrote professional notes for loan applications to support the underwriting process.
- Composed clear emails to members explaining financial options and guiding them through the loan process.
- Presented protection products (GAP, MBP, DPW, debt protection) in writing and verbally, translating technical details into easy-to-understand language.
- Supported member service operations by opening and managing new accounts, ensuring compliance and accurate documentation.
- Provided teller support and traveled between branches as needed, maintaining consistency in service delivery.

BDC REPRESENTATIVE

Allen Chevrolet Cadillac

Monroe, MI

March 2024 - September 2024

- Created and delivered written communication (emails, texts, CRM notes) to generate and nurture sales leads.
- Adapted messaging for different audiences in a fast-paced, high-volume environment.
- Entered and organized customer information in CRM systems, ensuring accuracy and clarity in records.

WARRANTY ADMINISTRATOR (3 MONTH CONTRACT)

Monroe, MI

- Reviewed warranty claims against policy requirements, highlighting key stipulations that determined claim outcomes in a hybrid role.
- Organized workflows and maintained system accuracy across multiple warranty platforms.

SALES REPRESENTATIVE/KEY HOLDER

AT&T

Brownstown, MI*April 2021 - June 2023*

- Explained phone plans, products, and promotions to customers in a clear and easy-to-understand way.
- Jotted notes for customers to outline plan details and pricing, supporting transparency and comprehension.
- Entered and updated customer account information in CRM systems to maintain accurate records.
- Assisted customers in resolving issues by communicating solutions clearly and professionally.
- Supported team operations by helping onboard new accounts and ensuring proper documentation.

ADDITIONAL EARLY EXPERIENCE

Shipt, Target, Panera Bread, and McDonald's

Woodhaven, MI*May 2017 - April 2021*

- Delivered high-quality service in fast-paced environments with responsibilities in inventory, issue resolution, and guest interactions.

OFFICE ASSISTANT

Peace Guidance Services

Riverview, MI*February 2018 - July 2018*

- Composed letters and other correspondence, fostering external communications on behalf of leadership.
- Organized and maintained filing systems to ensure efficient document retrieval.
- Managed calendars.

EDUCATION

ASSOCIATE IN ARTS (A.A.) IN JOURNALISM CANDIDATEHenry Ford College, **Dearborn***Expected graduation May 2026***HIGH SCHOOL DIPLOMA**Inter-City Baptist High school, **Allen Park***May 2018***CERTIFICATIONS**

- Certification in Fundamentals of Digital Marketing,
The Open University