

caitlin wahouske

EDUCATION

University of Minnesota Duluth

Bachelor of Business Administration May 2016

Major: **Marketing and Graphic Design**

Dean's List for Academic Excellence for Spring 2014 and Spring 2015

University of Minnesota Crookston 09/11–05/12

Post-Secondary Enrollment Options, Completed 12 credits

SKILLS

Proficient in Adobe Creative Suite

Photoshop

Illustrator

InDesign

Proficient in Microsoft Office Programs

Proficient in Salesforce

Highly adaptable and trainable

Strong verbal and written communication skills

Highly organized and detail oriented

Proficient in both Mac and PC operating systems

Strong leadership and problem-solving skills

Social media management

WORK EXPERIENCE

Waitress, Little Angie's Cantina, Duluth, MN, 05/13–present

- Interact and provide friendly service to 20-100+ customers per shift
- Trained in new servers over several weeks each year
- Take on and complete high work demands in a fast paced environment
- Work as a team on a daily basis with both management and coworkers

Giant Intern, Giant Voices, Duluth, MN, 10/15–05/16

- Assist with social media management
- Conduct market research
- Design graphics and posts for clients
- Assist account executives with various tasks

Data Processor, University of Minnesota Duluth Office of Admissions, Duluth, MN, 12/12–10/15

- Schedule campus tours and counselor appointments for prospect students
- Regulate and respond to the department's incoming phone calls and e-mails
- Advise and assist prospect students with the application process
- Trusted to process and enter confidential student data into the department's database
- Manage weekly office schedules for 8 counselors

Sales Associate, Hollister Co., Duluth, MN, 09/12–04/13

- Interacted and assisted customers with purchases
- Responsible for handling and distributing large amounts of money
- Handled situations that involved dissatisfied and angry customers
- Trusted to make authoritative decisions on customer returns

ACTIVITIES

Member, Advertising Federation of Minnesota, 02/15–05/16

Member, University of Minnesota Student Senate, 10/14–05/16

Student Academic Integrity Committee

President, Marketing and Graphic Design Club, 09/14–05/16

University of Minnesota Duluth