

# KAITLYN

Educator, Leader, Visionary

## Areas of Expertise

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- Hospitality and Customer Service
- Management and Logistics
- Problem Solving and Conflict Resolution
- Environmental Education and Emergency Response

## Professional Experience

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### Starbucks Coffee Company / Barista and Trainer

NOVEMBER 2017 - PRESENT, KNOXVILLE, TN

- Swiftly prepared and opened the store every day, ensuring all necessities were properly organized and ready for the daily service peaks and shift changes.
- Promoted to Barista Trainer after six months of employment, becoming responsible for educating and supporting all incoming partners.
- Created a unique and engaging drive-thru "Customer Connection" program, specializing in personalizing each individual's experience and invited them into the Starbucks "third place" without having to leave their cars. This was not possible during quick drive-thru interactions before, and our satisfaction scores skyrocketed which prompted more returning customers.
- Accepted into the Starbucks College Achievement Program in August of 2018, enrolling in Arizona State's online platform with a goal of achieving a double bachelors.

### Camp Beech Cliff / Logistics Coordinator

JUNE 2017 - OCTOBER 2017, MOUNT DESERT, ME

- Oversaw the transportation logistics for 300 campers/week; including preparing rosters with 50+ daily updates for camper attendance and bus changes.
- Orchestrated day-to-day clerical work including customer service, answering phones, emails, and processing payments.
- Scheduled weekly bus routes and staffing, and smoothly handled the leasing of all camp vehicles and general maintenance.
- elayed for the Acadia Leadership Institute's Climbing Tower and High Ropes Course fall programs.

### YMCA Camp Kresge / Day Camp Program Director

FEBRUARY 2015 - SEPTEMBER 2016, WHITE HAVEN, PA

- Created and over saw an 11 week program of 120+ campers aged 5 to 12 as well as Teen Adventure/Leadership Camping.
- Doubled camper attendance rates and increased client satisfaction to 95% in a 2 month turn-around.
- Hired, trained, supervised, and evaluated both a seasonal and year-round staff of 40.
- Served as our company representative at regional marketing events and conferences to help further expand the organization's development and boost recruitment rates.
- Organized and led year-round corporate and retreat events with activities including Team Building, campfires, Archery, High Ropes Course, and Boating.

## Education

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**Arizona State University / GPA 3.7**

PROJECTED GRADUATION FEBRUARY 2021

**Walter Cronkite School of Journalism**, B.A. in Mass Communications and Media Studies

**College of Nursing and Health Innovation**, B.S. in Health Sciences (Lifestyle Coaching)

**School of Sustainability**, Minor in Sustainability

## Additional Experience

**Property Manager and Personal Assistant**, Lansden Landmarks, 2019-Present

**Street Team Event Organizer**, AC Entertainment; The Orange Peel; Blackspy Marketing, 2018-Present

**Experiential Science Instructor**, High Trails Outdoor Science School, 2016-2017

**Environmental Educator**, YMCA Camp Kresge, 2014-2016

**After School Program Coordinator**, Wilkes-Barre YMCA, 2014-2016

**Preschool Teacher**, Wilkes-Barre YMCA, 2014-2015

**Office Manager and Marketing Director**, Angelina's Bar and Restaurant, 2012-2014

**Camp Counselor and Off-Season Program Lead**, YMCA Camp Kresge, 2009-2014

## References

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Ashley Bracher, Store Manager

Starbucks Coffee Company

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John Izenour, Registrar

Camp Beech Cliff

[john@campbeechcliff.org](mailto:john@campbeechcliff.org) (207) 244-0365

Mike McElhinney, Senior Director of Camping Services

YMCA Camp Kresge

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Robb McAdams, Assistant Office Manager

The Orange Peel

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