Caitlin Lender

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**EDUCATION**

**The Pennsylvania State University University Park, PA**

*Integrated Bachelors and Master’s of Science in Labor Employment Relations and HR Management*

* **GPA: 3.6 / 4.0**
* **Relevant Coursework:** Employment Law; Research Methods for Businesses; Macroeconomics; Industrial Organizational Psychology; Labor Studies; Staff and Training; Org Context HRER; International HR

**Parsons School of Design**

*Certificate in Fashion Fundamentals* Expected July 2020

* **Relevant Coursework:** Unlocking Visual Style; Thinking Like a Designer; Understanding Fashion Production; Fashion Marketing and PR Skills; Fashion Media

**AFFILIATIONS**

* Society of Human Resource Management
* Kappa Delta Sorority
* Valley Magazine Editorial Staff
* Penn State University Chaarg Chapter
* Shaver Creek/Penn State Outdoor School Counselor

**RELEVENT EXPERIENCE**

**Undergraduate Services Pattee and Paterno Library University Park, PA**

*Associate* August 2018 – Present

* Resolved conflicts and made beneficial decisions for patrons by providing extensive knowledge on services based on assessing their needs
* Took part in interview process to review supervisor prospects for department

**Salud Juicery** **Aspenwall, PA**

*Supervisor*  June 2020 – September 2020

* Applied strong leadership and problem-solving skills to maintain team efficiency and organize duties to meet daily demand
* Offered personalized assistance to customers by assessing needs and maintain current knowledge of their preferences
* Trained team members with successful strategies to increase self-efficacy

**Yankee Candle Pittsburgh, PA**

*Sales Associate* October 2017 – January 2019

* Provided customer service to create a unique shopping experience for the customer and their wants
* Built and set up store sales and campaign tables to enhance sales and market brand’s intended message

**SKILLS**

**Technical Skills:** Excel (LinkedIn Learning Certified); Microsoft Office; Windows and Mac Platforms; AP Style; Workday

**Social Media:** Facebook; Instagram; Twitter