

# Charlotte Graham

grahamc@mail.gvsu.edu | (616)-331-5000 | www.linkedin.com/in/charlottegraham

*Aspiring Human Resources professional | Task-driven and highly relational | Process improvement focused*

## **KEY SKILLS / SELECTED ACCOMPLISHMENTS:**

- Knowledge of employment laws and Equal Employment Opportunity (EEO) regulations.
- Comfortable with Excel, SAP, and creative marketing software (Adobe Creative).
- Awarded Management Student of the Year (April 2023) in the Seidman College of Business.

## **EDUCATION:**

**Grand Valley State University**, Allendale, MI  
Bachelor of Business Administration (BBA)  
Dual Major: Human Resource Management and Marketing

*Expected Graduation: April 2024*  
*Major GPA: 3.8*

## **BUSINESS INTERNSHIP EXPERIENCE:**

**Pine Lake Country Club** – West Bloomfield, Michigan  
*Management Intern*

*June 2023 – August 2023*

- Initiated managerial opening and closing duties.
- Assessed Banquet Event Orders (BEOs) prior to each shift and created turn sheets and floor plans for 10+ servers at a time.
- Carried out consistent quality checks to ensure members were satisfied with their visit to the club and to boost satisfaction ratings.

**Bellabay Realty** – Grandville, Michigan  
*Marketing Intern*

*January 2023– March 2023*

- Assisted realtors with branding and marketing on Instagram, resulting in a 20% increase in followers.
- Managed several marketing projects in Adobe Photoshop and Premiere Pro.
- Created and developed an onboarding checklist for new agents.

## **ADDITIONAL WORK EXPERIENCE:**

**Pine Lake Country Club** – West Bloomfield, Michigan  
*Hostess*

*May 2021 - August 2022*

- Entered relevant information regarding members' reservations and food/drink orders into the Northstar Club Management Software utilized by the club.
- Worked busy holidays to provide quality service to over 200+ members at a time.

**Library Sports Pub & Grill** – West Bloomfield, Michigan  
*Hostess, Expeditor, Food Runner*

*October 2018 – August 2021*

- Trained 5+ new staff members to maintain reliable and efficient service.
- Accommodated reservations of up to 30 people at a given time while ensuring customer needs were met throughout the entirety of their dining experience.

## **CAMPUS INVOLVEMENT:**

**Society for Human Resource Management**, *Member*  
**American Marketing Association**, *Member*  
**Beta Gamma Sigma**, *Member*

*September 2021 – Present*  
*September 2021 – Present*  
*March 2022 – Present*

## **VOLUNTEER EXPERIENCE:**

**Michigan Animal Rescue League** - Pontiac, Michigan, *Volunteer*

*May 2021 – August 2021*