

OLIVIA OTTERBEIN

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EDUCATION

Otterbein University, Westerville, Ohio Bachelor of Science in Business Administration	Anticipated: 05/2026 GPA: 4.0
Lakewood High School, Lakewood, Ohio High School Diploma	Graduated: 05/2023 Final GPA: 4.0

WORK EXPERIENCE

<u>Campus Center Staff</u> Otterbein University, Westerville, Ohio	08/2023-Present
<ul style="list-style-type: none">• Provide front desk coverage for the Campus Center monitoring the building for safety and adherence to procedures• Demonstrate strong customer service skills while effectively managing the university main phone line systems• Provide team leadership and collaboration by assisting with building coverage during evening and weekend shifts	
<u>Lifeguard</u> Lakewood Parks & Recreation, Lakewood, Ohio	06/2022-08/2022
<ul style="list-style-type: none">• Worked 10+ hours per week assisting 100+ patrons and guests per week while providing safety and• Communicated effectively with all guests and patrons while managing the pool area during peak business hours• Obtained certification and remained up-to-date on CPR, First Aid and Oxygen training to enhance skill sets• Demonstrated strong knowledge in pool maintenance, current safety guidelines, and swimming instruction	
<u>Sales Associate</u> Abercrombie & Fitch Store, Cleveland, Ohio	01/2021-06/2022
<ul style="list-style-type: none">• Assisted 200+ customers per month in locating store merchandise, answering questions, and resolving issues• Worked collaboratively with 7 fellow co-workers to meet and exceed daily and weekly store goals• Gained communication and conflict resolution skills by working in a fast-paced customer service-oriented environment where specific sales goals were monitored and customer satisfaction was number 1 priority	

ACTIVITIES

<u>Choral Member</u> Chorus, Lakewood High School, Lakewood, Ohio	08/2020-05/2023
<ul style="list-style-type: none">• Actively participated in the University Chorus while balancing a rigorous athletic and academic schedule• Developed effective team building through active listening and working together to create a beautiful sound• Utilized memorization and multi-tasking skills to develop a strong repertoire of music for every performance	
<u>Athlete</u> Volleyball Team, Lakewood High School, Lakewood, Ohio	Start/End Dates
<ul style="list-style-type: none">• Participated on a 15-member team with the Women's Volleyball team at Lakewood High school• Dedicated approximately 30+ hours per week to training, meetings, film sessions, lifting, and volunteering• Developed concentration, leadership, communication skills, and perseverance to meet personal and team goals	
<u>Tutor</u> Lakewood Elementary School, Lakewood, Ohio	08/2022-05/2023
<ul style="list-style-type: none">• Worked one-on-one with 10 students as well as created academic success plans for increasing knowledge rate• Led 3 group study sessions to promote student's academic excellence by addressing skill gaps to enhance learning	

SERVICE

<u>Youth Leader</u> Youth Group, St. Paul Lutheran Church, Lakewood, Ohio	06/2018-08/2023
<ul style="list-style-type: none">• Participated in weekly study topics and questions for weekly group instruction and ongoing discussion• Demonstrated self-awareness, empathy, and cognitive maturity when meeting with youth in a small group setting	
<u>Camp Counselor</u> Camp Pioneer, Angola, New York	06/2022-08/2022
<ul style="list-style-type: none">• Worked for 8 weeks with a diverse group of 25 campers ages 6-14 during at a weekly summer day camp• Served as chaperone on weekly field trips to local attractions and parks in the local surrounding area	
<u>Volunteer</u> Special Olympics, Cleveland, Ohio	04/2019-04/2023
<ul style="list-style-type: none">• Created a positive environment and cultivated strong working relationships with 30+ participants and 7 supervisors• Worked with 10 children and 20 adults with intellectual disabilities helping them to set and achieve specific goals	

HONORS

<u>Award Recipient</u> Volleyball Captain's Award, Lakewood High School, Lakewood, Ohio	05/2022 & 05/2023
<u>Honor Recipient</u> Honor Roll, Lakewood High School, Lakewood, Ohio	01/2021-05/2023
<u>Inducted Member</u> National Honor Society, Lakewood High School, Lakewood, Ohio	01/2022-Present