

# KAITLYNN A. MERVINE

katemervine@hotmail.com

(570)449-4323

## OBJECTIVE

A position in the communications field with intersections in digital media, sales, marketing, and/or literacy studies.

## QUALIFICATIONS

- Collaborative team member with necessary communication skills
- Organized, with time management skills
- Maintains the critical thinking skills essential for quality service
- Knowledgeable in the content area
- Personable, with close attention to detail in a work environment
- Customer service experience
- Reliable attendance in professional and personal settings

## EDUCATION

B.A. Kutztown University of Pennsylvania

May 2018

**Major: English**

**Dual Minor: English/ Professional Writing & Women's and Gender Studies**

GPA: 3.89

## HONORS

ADP President's Club

July 2019

- Fiscal year 2019 quota achieved at 224.50%

William J. Berkowitz Memorial Scholarship Recipient

Fall 2016-Spring 2018

## PROFESSIONAL DEVELOPMENT

Career Success Certificate Program

April 2018

Kutztown University Composition Conference

April 2018

## WORK EXPERIENCE

Cintas Corporation

**Sales Representative**

Frederick, MD

March 2020-Present

- Generate revenue and meet sales targets
- Develop and qualify leads within a respective territory
- Drive additional sales opportunities through cold-calling and lead generation campaigns
- Gather and utilize business intelligence on prospects to support sales calls, product presentations, and producing new business

Pura Vida Bracelets

**Brand Representative**

Pottsville, PA

January 2019-Present

- Promote jewelry across social media platforms
- Increase sales and brand presence

Automatic Data Processing, Inc.

**Internal Sales Representative**

Allentown, PA

May 2018-March 2020

- Help companies implement HR, payroll, and tax filing solutions to increase revenue
- Promote services to existing, mid-sized payroll clients
- Liaise strategically between departments based on client need(s)
- Collaborate with both internal and external customers, establishing and maintaining good customer relations

## MERVINE 2

Weis Markets

### **Customer Service Desk Associate**

- Promote products/various conflict resolutions and assist in phone calls to the store
- Organize front-end scheduling and paperwork necessary for store functions
- Manage proper procedures to open and/or close the store
- Certification in Responsible Alcohol Management Program as of July 9, 2017

Kutztown, PA  
August 2015-July 2018

### **Front End Monitor/Cashier**

Pottsville, PA  
April 2014-August 2015

## **CAMPUS LEADERSHIP & INVOLVEMENT**

**Member**, Triota Women's Studies Honor Society

April 2018-Present

**Featured**, Shoofly Literary Magazine

May 2016-April 2018

- Published in annual student-run fiction, poetry, and drama magazine

**Member**, Phi Kappa Phi Academic Honor Society

February 2018-Present

**Member**, Gamma Sigma Alpha National Greek Academic Honor Society

March 2017-Present

**Member**, The National Society of Leadership and Success

December 2016-Present

**Treasurer**, Theta Phi Alpha Gamma Gamma Fraternity

April 2015-Present

- Coordinate campus relations with the recruitment committee
- Uphold bylaws as Sophomore Standards Board Representative
- Promote scholastic achievement as Academic Excellence Chairman
- Follow recommendations from the National Leadership Training Seminar

**Member**, Kutztown University Honors Program

Fall 2014-Fall 2017

## **VOLUNTEER WORK**

Glenmary Home Missioners

Spring 2015-Spring 2018

Grandma's Gifts

Fall 2015-Fall 2017

Kutztown Community Partnership

Spring 2017

KUBOK: Kutztown University/Borough of Kutztown Police Department Neighborhood Watch Program

Spring 2016