

Charlene Natterman

1708 Coal Yard Road Bethlehem PA 18015

(484) 866-6953

cknatter@gmail.com

EDUCATION

Cedar Crest College, Allentown, PA— Major: *Art Therapy*, Minor: *Psychology*

Fall 2014- PRESENT

At Cedar Crest College I'm currently a Junior working towards earning my degree in Art Therapy. My goals with my degree is to specialize in a disorder called PTSD, and with the aid of ceramics I wish to help our veterans find relief or cure from the disorder.

Northampton Community College, Northampton, PA— *General Education*

Fall 2013 - Spring 2014

During my time at the community college I was taking my general education until I was able to determine what degree I wanted and where I planned to take it.

Saucon Valley High School, Hellertown, PA— *General High School*

2009 - 2013

EXPERIENCE

Harbor Freight Tools, Quakertown, PA— *Senior Logistics*

April 2018 - PRESENT

As an Logistics Senior at Harbor Freight Tools I am the person the team goes to about situations occurring or questions on how to process things. I work during pre-operating hours for customers unload weekly trucks, stock shelves, conducting planogram changes. As a senior I also am cross trained for cashiering and sales team. Forklift certified

Skills: Truck, Safety Procedures, Planning, Leadership, Customer Service

Instructional Assistant, Cedar Crest College, PA— *Ceramics*

August 2017 - PRESENT

As an Instructional Assistant on campus my job is to show up to the professors ceramic classes and assist him in anyway needed. This could be helping students understand the techniques and give advice on how to make their product more structurally sound. Or could include helping the professor prep the material for the day and future classes.

Skills: Ceramics, "Customer" Service, Leadership

Michaels, Quakertown, PA— *Freight Member*

February 2018 - July 2018

As a freight member I show up to help with unloading the truck deliveries and restocking shelves before store hours. We also do planogram changes for displays of products. I've been cross trained to also work register and customer solutions.

Skills: Organization, Multi-Tasking, Customer Service

(Volunteer) Head Kid Artist, Hellertown, PA— *Heller Homestead Arts Festival*

May 2018 - PRESENT

As the Head Kid Artist, I collect materials for the arts festival and create the art projects the children will make that year. I find volunteers to help me supervise and execute the work.

Skills: Organization, Planning, Multi-Tasking, Supervision, "Customer" Service

Tractor Supply Co, Quakertown, PA— *Team Member / Team Lead*

April 2015 - November 2017

At Tractor Supply it requires one to be great at multitasking and customer service. I usually can be found run register, answer service calls or in person questions. I am also well known at our store for filling our shelves with feed (averaging about 50 lbs each) and regular stock load. I typically look after our team while doing stock load by helping conduct a fluent and efficient method to process the products to the shelves in a timely manner for our customers. By which we conduct a great use of communication, and understanding to who is on the stock load team that day. Insuring it was fair to all and that everyone presented with due-able work that prevented any overwhelming stress and potential injury. I operate the forklift, pallet jackets and currently in the process of learning how to do propane sales. From July 2017 to present I've been moved up to Team Lead where I know also have responsibilities of key holder, opening/closing stores, and handling money from the safe.

Skills: Register, Stocking, Multi-tasking, Customer Service

Cardinal Camera, Bethlehem, PA— *Sales Associate/Event Coordinator*

October 2014 - March 2015

At Cardinal Camera I was a sales associate, but also became an event coordinator. I at all times was a keyholder and was placed in charge of scheduling. I usually worked the floor with customer service, merchandise advice, and register. However, I was also found planning photo events and classes where I taught people how to work their cameras and also did trips where we would do special shoots, such as nature and historical sights. These photo events and classes allowed the customers and participants to learn new features of their current camera and how to use the artist eye. Also around the holidays (Easter and Christmas) I was in charge of hiring people to run holiday photoshoots and finding a "Bunny/ Santa." During this time I was in charge of their schedule, training them on how the products they had worked and how to fix them. I was also in charge of ordering supplies, keeping track of sales, submitting their hours to payroll, and making sure they were all paid accordingly on time.

Skills: Customer Service, Register, Multi-Tasking, Leadership

Reason of Leave: Store Closed

Tilley's Nursery, Coopersburg, PA— *Sales Associate*

March 2014 - September 2014

Here I made sales and I provided customer service on how to build ponds and fish/ plant care. Around the nursery we did pond care, fish sales and care, plant sales, and mulched all areas.

Skills: Customer Service

Reason of Leave: Ankle surgery

AWARDS/ PUBLICATIONS

Art of Art Therapist Juried Contest: I was invited and selected to participate in a juried art show sponsoring the art of art therapist. Displaying our view and passion for what art therapy means.

Art Achievement Award: I was awarded of more improved and outstand artwork over the entire high school student body.

Allentown Fair Art Entries: During the art exhibits I often placed highly in the contests.

Art Show: Heller Homestead: I participated in was at a local historical building, in which I sold my work of art.

REFERENCES

Micah Sadigh, Ph.D.: Professor and Chairman of Psychology at Cedar Crest College (610) 606-4666 ext 3715

William Singleton: Ceramic professor/ supervisor at Cedar Crest College (610) 606-4666 ext 3418

Zachary Michener: An acquaintance for the last year. Helped with business organization and work (215)954-7843