

# CHRISTIAN GASTON

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## SKILLS & ABILITIES

- Excellent written and oral communication and leadership skills
- Multiculturally competent and studied four years of French
- “Your chipperness and positive attitude make me smile every time I see you on campus...Thank you:)” Michelle Blank, Director of Academic Support Services
- Three years of experience supervising residents and managing projects
- Experience working with culturally diverse, non-native English speakers
- Conscientious and detailed-oriented University Ambassador known for providing excellent customer service

## EXPERIENCE

**Spectrum Business Customer Support**, *Spectrum*, Louisville, Kentucky January 2019-September 2019

- Full-time entry-level to mid-level customer service role troubleshooting and resolving customer technology and service issues, including repair, billing, and accounts

**Resident Assistant**, *Trine University*, Angola, Indiana August 2015-December 2018

- Improve the quality of students' lives on campus by actively engaging them in university activities and educational programs to ensure their social and academic success
- Conduct inspections every semester, and remain on call in residence halls at night to ensure the well-being of students
- Check-in and check-out residents and perform room inspections
- Respond to resident requests and needs; submit maintenance requests
- Manage a budget each semester and submit expense reports
- Assisted the newly hired Director of Residence Life in updating the Residence Assistant training manual (2018)

**University Ambassador** (Administrator Invite), *Trine University*, Angola, Indiana August 2015-December 2018

- Serve as a representative of the university to potential students, parents, alumni, community members, Trustees and VIP guests
- Greet guests, give campus tours, scan tickets in the T. Furth Center for Performing Arts, and serve as a co-host at alumni dinners

**Intern, Merchandising Analyst**, *THRIFTALICIOUS*, Wabash, Indiana May-August 2018

- Researched floor layouts based on products sold and designed a digital layout of the current store and future plans using FloorPlanner software
- Analyzed digital market strategies by reviewing social media followers, reach, and engagement for Facebook and Instagram; Made recommendations for message content and frequency
- Researched and recommended pricing for specific inventory items

**Phonathon Fundraiser**, *Trine University*, Angola, Indiana September 2014-March 2015

- Conducted cold calls to Trine University alumni, friends, and parents of students in order to increase university funding and improve students' opportunities

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Stagehand, *Honeywell Foundation*, Wabash, Indiana

August 2012-December 2015

- Assisted the traveling crews of stage productions by assembling/disassembling equipment and setting up lighting, audio, staging, and visual media systems
- Worked with actors and performers during shows
- Selected as lead props person for Blue Man Group performance

## EDUCATION

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**Bachelor of Science in Business Administration** | Major: **Management**  
Ketner School of Business, *Trine University*, Angola, Indiana

December 2018

- Select courses: Principles of Hospitality Management, Risk Management, Human Resources Management, Leadership, Supervision, Facility Management, Principles of Project Management, Management of Quality, and Buyer Behavior, Engineering Courses

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## LEADERSHIP

**Founder and President** (2014); **Secretary** (2015), **Treasurer** (2016) *Trine Gay-Straight Alliance*

- Hosted a fundraising campaign for PFLAG of Fort Wayne to support the LGBT Community and their families
- Hosted an on-campus Valentine's Day cookie decorating event to raise LGBT awareness and educate students about LGBT relationships

**International Orientation Leader** (Fall 2017)

**Student Government Representative** of the Multicultural Student Organization (2015)