

Kaitlyn Bray

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Education

Miami University | Farmer School of Business

Oxford, OH

Bachelor of Science in Business Administration: Finance

Expected Graduation: May 2025

Cumulative High School GPA: 3.98/4.00

Honors: Academic Honors High School Diploma, Presidents Award for Educational Excellence of 2021, and the GradU8 scholarship program for selected Ohio students coming to Miami University.

Relevant Experience

American Eagle

Heath, OH

Sales Associate

June 2020 – April 2021

- Improved customer engagement with merchandise resulting in an 80% conversion rate.
- Anticipated customer needs and provided them with high quality service while upholding company values to ensure customer satisfaction.
- Handled point of sale transactions including credit, cash, exchanges, returns, and refunds guaranteeing accurate cash flow.

Roosters

Newark, OH

Hostess

Aug. 2020 – Present

- Provided excellent customer service which resulted in getting a raise within the first 2 months of employment.
- Trained new employees by covering company practices that eventuated in consistent contentment of customers.
- Memorized 50+ menu items and rotating specials leading to providing customers with customized recommendations.

Clay's Café

Hebron, OH

Ice Cream Server/Hostess

June 2019 – August 2020

- Resolved customer conflict having the effect of customer satisfaction 100% of the time.
- Earned management trust by responsibly opening and closing the restaurant.
- Collaborated with coworkers ensuring smooth operation of ice cream station.

Leadership and Involvement

Lakewood High School

Cheerleading Captain

- Developed leadership skills and learned how to take responsibility guiding the team to success.
- Facilitated meetings with over 25 girls to achieve team goals.
- Coordinated fundraising events that raised over \$3,000 for our youth cheer group.

Interests

Baking Shows | Cheerleading | Exercise | Music