

Leah Kaufman

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EDUCATION

Miami University

Oxford, OH

Bachelor of Science in Speech Pathology & Audiology; Minor, Disability Studies;

Graduation: May 2027

- National Student Speech Language and Hearing Association (NSSLHA)

PROFESSIONAL EXPERIENCE

Chick-Fil-A Market of Hilliard

Columbus, OH

Front-of-House Team Member

Dec. 2021 – Aug. 2024

- Cultivated strong interpersonal and communication skills with over 200+ customers per shift
- Managed high-volume customer interactions with courtesy and efficiency to achieve service excellence
- Collaborated seamlessly with fellow team members to ensure efficient cross-functional workflow

Scioto Country Club

Columbus, OH

Snack Stand Attendant

May 2024 - Present

- Delivered exceptional customer service to club members, therefore enhancing members' overall club experience
- Maintained cleanliness and organization of the snack stand, ensuring a professional appearance in line with the club's prestigious reputation
- Resolved member and guest concerns within a timely manner, reinforcing the club's commitment to excellence

CLUBS & ORGANIZATIONS

National Student Speech Language and Hearing Association (NSSLHA)

Oxford, OH

General Member

August 2024 - Present

- Engaging with members on community outreach initiatives, raising awareness about speech and hearing disorders
- Gaining hands-on experience in speech and hearing-related activities through involvement in group projects and volunteer work

Paws for a Cause Miami

Oxford, OH

General Member

August 2024 - Present

- Dedicated member of Miami University's Paws for a Cause club, actively contributing to the organization's mission of providing service dogs to individuals with disabilities
- Exhibiting organizational and teamwork skills that enhance the overall effectiveness of the Paws for a Cause club
- Positioning to bring these valuable experiences to future endeavors, dedicated to promoting accessibility and making a positive impact in the community

COMMUNITY SERVICE

Girl Scout Camp Ken-Jockey

Galloway, OH

Program Aid

July 2017 - July 2022

- Guided a summer program, dedicating a week to mentor groups of twelve girls
- Imparted essential outdoor survival and culinary expertise
- Fostered the formation of meaningful friendships among the girls

ADDITIONAL SKILLS

- Intermediate proficiency in American Sign Language
- Proficient in Google Suite Applications