

Lily Votruba

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EDUCATION

University of Missouri Bachelor of Science in Biological Sciences	Columbia, MO Expected Graduation: May 2024 Cumulative GPA (4.0/4.0)
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CERTIFICATIONS

Certified Nursing Assistant (CNA)

MO – July 2025

- Completed 75 classroom hours covering nursing theory, patient care techniques, and healthcare ethics
- Completed 100 clinical hours providing hands-on care in healthcare settings, including vital signs monitoring, hygiene aid, and patient mobility support

WORK EXPERIENCE

Coldstone Creamery

Crewmember

March 2022–January 2023

- Delivered exceptional customer service by greeting guests, answering questions, and creating a fun, welcoming atmosphere
- Maintained cleanliness and organization of workstations, adhering to health and safety standards
- Worked closely with team members to coordinate tasks and ensure smooth service during high-volume shifts, fostering a collaborative and efficient work environment

Vegas Tan

Service Representative Lead

Lake St. Louis, MO

April 2023 – August 2025

- Provided excellent customer service by welcoming clients, answering questions about tanning services, and assisting with product recommendations
- Performed custom spray tans, ensuring even application and client satisfaction through detailed consultation and attention to skin tone and desired results
- Handled solo shifts during busy periods, multitasking across check-ins, sales, equipment sanitization, and customer service without compromising service quality

INVOLVEMENT (and/or LEADERSHIP)

Member, Delta Delta Delta

August 2024– Present

- Participated in philanthropic events and chapter meetings, contributing to team initiatives and community service projects

Member, Vietnamese Student Association

August 2024– Present

- Engaged in cultural programming, and volunteer activities that promote Vietnamese heritage and student inclusion on campus

Member, Tri-Alpha Honor Society

August 2025– Present

- Selected for membership in a national honor society recognizing academic achievement among first-generation students, engaging in campus initiatives supporting student success

Member, Tri-Beta Biological Honor Society

August 2025– Present

- Selected for membership in a national honor society recognizing academic achievement among Biological Science students, engaging in activities promoting inquiry and professional development

VOLUNTEER EXPERIENCE

The Food Bank for Central & Northeast Missouri

Columbia, MO

Volunteer

- Sorted and packaged food donations efficiently to prepare for distribution to individuals and families in need