

Caleb Gothro

(313)-234-3347 | gothroca@msu.edu | www.linkedin.com/in/calebgothro

Growth-Orientated | Multidisciplinary | Innovative

Education

Bachelor of Information Science | **Michigan State University** | **2025** | **GPA 3.7** | **Dean's List**
Concentration | **Human-Centered Technologies**

Academic Curriculum

Human-Centered Design | Programming Python | Interaction Design | Usability Testing and Evaluation | Design Thinking and Problem Solving | Collaborative Tools in Research

Impactful Projects

Co-Founder, START (Students Teaming for Advocacy and Recovery Together)

Michigan State University | Student Organization | Special Events Coordinator

- ♦ Co-founded an organization addressing gaps in MSU's support for students with substance use issues
- ♦ Developed initiatives to enhance engagement with MSU's recovery community and advocacy opportunities.
- ♦ Curated an online image and organized events to raise awareness for substance recovery resources.
- ♦ Demonstrated leadership, proactivity, and passion by identifying and addressing a critical need within the student body.

Professional Experience

Quality Assurance Representative, Encompass Advertising Agency

July 2024 - Current

- ♦ Monitored and categorized customer service calls to ensure adherence to quality standards.
- ♦ Provided actionable insights to enhance customer service experience for client companies.

Server, El Nibble Nook

May 2024 – August 2024

- ♦ Delivered exceptional customer service in a fast-paced environment, consistently exceeding customer expectations.
- ♦ Strengthening teamwork and communication by assisting colleagues and ensuring smooth operations.

Trainer, Chick-fil-A Northville

February 2021 – June 2024

- ♦ Managed multifaceted responsibilities, including order processing, restocking, and customer engagement.
- ♦ Trained team members, fostering an environment of collaboration and efficiency.

Shipment Assistant, Action Printech

May 2023 – August 2023

- ♦ Organized and managed packaging and labeling to maintain order accuracy and streamline logistics.
- ♦ Supported shipment operations by coordinating loading schedules and preparing shipments.

Sports Instructor, i9 Sports Novi

June 2018 – May 2023

- ♦ Coached youth teams in soccer, flag football, and t-ball, promoting teamwork and skill-building.
- ♦ Demonstrated leadership through mentorship and creating an encouraging learning atmosphere.

Skills

Soft Skills: Teamwork | Critical Thinking | Rapid Learning | Communication

Human-Centered Design: Storyboarding | Initial sketching | Wireframing | Video Prototyping | High-Fidelity Mockups

Research & Analysis: Usability Testing | Competitive Analysis | Heuristic Evaluation | Affinity Diagramming

Technical Skills: Python | Figma | Miro | CapCut | Microsoft Office Suite | Canva