

# Lauren Bentley

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## WORK EXPERIENCE

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### National Park Service

*Park Guide (President William Jefferson Clinton Birthplace Home NHS)*

*April 2021-April 2022*

- Lead group tours of up to 30 visitors through the historic home, utilizing a combination of prescribed tour scripts and interpretive techniques on average 9 times a day
- Collaborate with interpretive team to create new and original interpretive programming that aligns with the interpretive themes of the parks' mission and Arkansas educational standards
- Record visitation data such as facility use, AV engagement, junior ranger enrollment, roving contact, and volunteer hours
- Carry out customer service functions by greeting guests and groups, conducting gift shop sales, responding to guest inquiries, and performing opening and closing duties

*Recreational Fee Technician (Shenandoah National Park)*

- Complete daily shift reports that account for funds exceeding \$5000, following established government guidelines for money handling
- Assign guests backcountry permits, fishing permits, campground assignments, and interagency passes, ensuring proper documentation is provided and rules are understood by park guests
- Inform guests of park safety requirements and orientation to surrounding areas, including hazardous conditions such as fallen trees, rockslides, or dangerous wildlife
- Coordinate with campground volunteer hosts to manage guest arrival and departure and issue verbal and written warnings to guests not cooperating with safety policies

### American Conservation Experience

*FMSS Facility Services Intern (Jimmy Carter NHP & Andersonville NHS)*

*August 2020- December 2021*

- Utilize IBM Maximo for facility asset data management by creating standing and non-standing work orders for maintenance team, update records to reflect current conditions, and record fleet usage data
- Analyze exhibit design package to collect data for facility management including physical dimensions, asset replacement cost, primary materials, and environmental controls
- Design Job Hazard Analysis agreements for potential work hazards and detail precautions to prevent workplace accidents such as PPE requirements and physical aptitude required for certain tasks
- Assist park gardener and volunteers in performing duties at the Carter residence under the supervision of Secret Service, occasionally utilizing power equipment such as lawn mowers, pole saws, and leaf blowers

### Columbus State University Archives

*Digital Archival Intern*

*August 2018- Dec 2018*

- Scanned and digitized 150 linear feet of material arranged into 14 separate record groups, including over 1200 photographs documenting Columbus State University's visual history
- Recorded and organized photograph metadata in Excel, then transferred data into an online database using Omeka Classic for public accessibility
- Retrieve collections and artifacts for physical and virtual exhibits

## EDUCATION

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### Columbus State University

**Columbus, GA**

*BA History, Minor in Communication (GPA: 3.4)*

*Graduation Date: May 2020*

- Phi Alpha Theta Member (2018) | History and Geography Club Secretary (2019-2020)
- Public Research Presentations: Historiography of the Black Panther Party (2019 *African American History Symposium*) | American Apocalypticism in the 21st Century (Senior Seminar 2020) | ISIS and Apocalyptic Strategies (Tower Day 2020)

## SKILLS & INTERESTS

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**Skills:** Microsoft 365 | American Red Cross CPR & AED Certified | IBM Maximo (FMSS)

**Interests:** Historic Preservation | Public Service | Interpersonal Communication | Excellent Amateur Pizza Chef