

# Maddy Bender

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Empathy | Communication | Activator | Competition | Achiever

## EDUCATION

The University of Iowa, Tippie College of Business, Iowa City, IA  
B.B.A., Business Analytics and Information Systems; B.B.A., Finance  
Spring Semester 2023 Study Abroad at CIMBA Italy  
GPA: 3.70/4.00

May 2025

## PROFESSIONAL EXPERIENCE

### **Corporate Commercial Intern**

Caterpillar Inc., East Peoria, IL

May 2024 – August 2024

- Cross-functionally collaborating with teams to enhance communication strategies and streamline task clarity across platforms, fostering stronger internal relationships and ensuring consistent customer service delivery
- Developed and presented detailed procedural frameworks to leadership and teams, incorporating feedback to optimize processes for future efficiency and effectiveness
- Consolidated varying data sets into user friendly documents, ensuring uniform communication standards among Caterpillar employees and dealers. This initiative facilitated smoother operations and improved problem-solving capabilities across teams, ultimately adding significant value to service delivery and growth

### **Clinical Support Associate**

The University of Iowa Healthcare Iowa River Landing, Iowa City, IA

September 2023 – May 2024

- Offered critical administrative support within a hospital setting, efficiently managing patient records, while upholding a 100% commitment to confidentiality
- Revitalized services by providing prompt support to patients (related to coordinating appointments, communicating with up to 26 other departments, and handling telephone inquiries)

### **Sales Representative – Job Shadow**

Johnson & Johnson and GE Healthcare, Davenport, IA

November 2022

- Identified the benefits of strategic alignment of the product line with customer needs through observation
- Gained insights into effective sales techniques and product usage scenarios
- Enhanced understanding of sales methodologies, reinforcing personal commitment to delivering exceptional customer satisfaction through personalized solutions

### **Managerial Accounting Intern**

Prime Construction Services, Davenport, IA

May 2022 - August 2022

- Performed payroll processes, ensuring accuracy and compliance with 12 weekly payroll tax obligations
- Processed financial transactions, including daily vendor invoices, customer payments, and record keeping optimizing cash flow
- Implemented job costing strategies three times for improved project profitability tracking and resource allocation, improving financial decision making
- Developed a six-page presentation for prospective employees preparing to assume an identical role

## ACTIVITIES & LEADERSHIP

### Caterpillar

- **WIN**
  - Intern Mentee
  - Member
- **Young Professionals**
  - Member

### University of Iowa

- **Office of Admissions**
  - Campus Tour Guide
- **Women in Business**
  - Member

### CIMBA Study Abroad

- **LIFE Leadership Training**
  - Graduate
- Delivered six impromptu speeches
- Cultivated proficient public speaking abilities
- Group leader of speech execution