

Mia S. McKay

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Education

- **University of Vermont College of Arts and Science**, Burlington, VT
Bachelor of Arts (B.A) in Psychology, Minor in Business Administration
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Work Experience

Server | La Jolla Beach & Tennis Club | San Diego, CA *May 2024- Present*

- Ensure exceptional guest experience by understanding customer needs to recommend appropriate solutions, resulting in high satisfaction rate and repeated business
- Manage financial transactions, display excellent menu knowledge, and communicate effectively with team members to ensure smooth operations and optimize sales performance
- Respond to guest inquiries and complaints effectively and professionally, maintaining a positive dining atmosphere

Business Development Intern | Pennywise Foundation | Richmond, VT *Aug 2021- Feb 2023*

- Executed grantee feedback interviews to assess foundation's impact and strengthen partner relationships, proposing changes in resource allocation and communication systems to further sustainable development in partnered communities
- Assisted with administrative functions for urgent response campaign, contributing to generation of \$10,000 and acquisition of two new monthly donors
- Reconciled bank statements and grant transactions using QuickBooks, collaborating with Executive Director to deliver Annual Treasurer's Report
- Recorded meeting minutes and proposed an innovative filing system and organizational structure to Executives and Board of Directors, increasing the efficiency of administrative functions

Marketing Intern | Summit Wealth Strategies | Denver, CO *Jun 2020- Aug 2020*

- Developed engaging social media content and collaborated with the executive team to create podcast pitches, enhancing brand visibility and attracting new clients
 - Conducted market analysis to identify emerging trends and opportunities in the digital market, providing valuable insights into customer needs/ goals during the changing landscape of COVID-19, effectively helping to drive financial growth
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Leadership/ Volunteer Experience

Board Member | Pennywise Foundation | Richmond, VT *Feb 2023- Present*

- Approve organizational strategies, technical improvements, budgets and business decisions; provide organizational leadership and collaboration to establish long-term goals and policies
- Research opportunities for partnerships; develop a framework to assess grant impact on local and global nonprofits

Workaway Volunteer | Julie's Bed & Breakfast | Algodonales, Spain *Nov 2023*

- Harvested produce, tended to farm, maintained cleanliness and hygiene of horse stalls, demonstrating responsibility and attention to detail in animal and farm care
- Contributed to general landscaping, weeding, pool clearing to promote a pleasant guest experience, safety, and welcoming environment for visitors
- Immersed myself in the local culture engaging with the community and language

Founder & President | Delta Sigma Pi UVM Chapter *May 2022- May 2023*

- Led all correspondence with National Office and Business School to ensure deadlines; wrote Chapter Constitution and pitched organization to 50+ student senators
- Created and managed budget; appointed officers, and led team and organization meetings
- Facilitated event planning of professional, community service, social, and fundraising events
- Designed communication and marketing material leading to substantial growth and campus recognition, recruited 60+ students within the first semester

Marketing Consultant Project | Waste Management *Jan 2022- May 2022*

- Worked closely with upper-level members of Waste Management to craft a 20+ page competitor analysis research report and present findings and solutions to executives

Research Assistant in Psychology | UVM College of Arts & Sciences *Jan 2022- July 2022*

- Worked closely with Doctoral Student to adapt a self-stigma 18 term scale to respond to researched confounds and conducted literature review of stigmatization of substance abuse across cultures

Business Development Volunteer | The Greenhouse | St. Petersburg *Nov 2020- Jan 2021*

- Conducted market research, analyzed qualitative data, and presented marketing proposal on a short deadline to help a startup non-profit, *Cultured Books*, adapt and thrive in local economy

Hard Skills: Proficient in Adobe Creative Suite, Microsoft Office & Google Suite, Excel, SPSS and R statistics platform, QuickBooks, social media platforms, UX design research (card sorting, usability testing, HTML basics, prototyping), Spanish (B1), Figma, retail execution software, standard operating procedures writer

Activities: Psi Chi International Honor's Society, Human Subjects Training in Social Psychology & Research Assistant; Delta Sigma Pi Professional Business Fraternity: Fundraising Committee Chair; VP of Operations; Founder; President, VP of UVM Summit Sister's, Psych Club Treasurer, Eckerd College & Vermont Club Soccer, Open Water Scuba Certification, Peace Corp Prep Program, UX Design Intro & Immersion Certificate (CareerFoundry)