

# FIONA CRAWFORD

Ann Arbor, MI

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## EDUCATION

**Wayne State University, Mike Ilitch School of Business**

**Detroit, MI**

*Bachelor of Science in Business Administration*

*Expected Graduation: May 2028*

**Major:** Human Resources Management

*GPA: 4.00*

**Honors/Awards:** Collaborative Leader Compass Award, Dean's List Fall 2024, Dean's List Winter 2025

**Scholarships:** Honors Dean's Award, WSU Warrior Scholarship

## EXPERIENCE

**High Velocity Sports**

**Canton, MI**

*Camp Coach/Concessions Employee/Party Hostess*

October 2022 – Present

- Deliver exceptional experiences to over **500+ party guests** by coordinating staff communication and activity scheduling, resulting in consistently positive customer feedback
- Mentor **100+ children weekly** through leadership-based games and activities, fostering strong teamwork and communication skills that carried over into school and home environments
- Provide fast and efficient service to **150+ customers daily** by collaborating with a fast-paced concessions team, helping increase customer service satisfaction and reduce wait times

**Wayne State University**

**Detroit, MI**

*Desk Assistant*

January 2025 – May 2025

- Created a welcoming and professional front desk presence, assisting students with housing questions and concerns to improve student satisfaction and trust
- Ensured safety and smooth operations for a residence of **1100+ students** by checking IDs, monitoring guest check-ins, and overseeing camera surveillance, reducing unauthorized access
- Sorted, organized, and delivered **hundreds** of packages on a weekly basis by using efficient logging systems and detailed tracing, ensuring accurate and timely distribution

**Detroit City Football Club Youth West**

**Canton, MI**

*Assistant Youth Coach*

March 2023 – May 2023

- Collaborated with head coach to manage team logistics and training schedules, ensuring practices ran efficiently and effectively
- Promoted inclusivity and individual growth by encouraging participation from all players regardless of skill level, contributing to a positive team culture and increase in sportsmanship
- Supported development of **40+ youth athletes** by setting up practice drills and coaching fundamentals, enhancing skills and game understanding

## LEADERSHIP & PROFESSIONAL DEVELOPMENT

**St. Vincent Sarah Fisher Center**

**Detroit, MI**

*Children's Tutor*

February 2025 – Present

- Build consistent, trust-based relationships with students and their families, creating a supportive environment that encouraged ongoing participation
- Encourage students to think critically and resolve conflicts constructively by guiding them through problem-solving strategies, fostering independence and self-awareness
- Teach math and literacy to **15+ students weekly** by adapting lessons to fit individual learning styles, resulting in improved academic performance and confidence

## OTHER SKILLS & INTERESTS

**Computer:** Clover POS, Advanced proficiency in Microsoft Office Suites

**Language:** Advanced proficiency in Spanish

**Interests:** Community service, saxophone, competitive soccer, digital photography, Korean BBQ, Toronto, hockey, baseball