

# Sedona Michels

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**Objective:** To obtain an internship in Human Resources utilizing the skills and knowledge I gained working in my previous positions.

## **Education**

**University of Minnesota, Duluth, MN**  
**Major: Human Resources**

Anticipated Graduation Dec. 2027

## Skills

- Proficient in Microsoft Applications

## Experience

## **Student Resource Desk Assistant**

University of Minnesota Duluth, Duluth, MN August 2025 - Present

- Monitor 50+ emails, chats, and calls a day through our online customer service management tools
  - Problem solve and answer questions for university students and guests on financial aid, registration, and campus navigation
  - Provide organization of financial aid and registration documents
  - Explain and navigate UMD online tools and resources such as MyU

## Shift Lead

Scooter's Coffee, Mankato, MN Feb. 2024 - Present

- Oversee daily operations during opening, mid, and closing shifts
  - Ensure cleanliness and organization of the workplace, maintaining high standards
  - Handle daily cash logs and financial reporting
  - Prepare food and beverages to meet customer expectations
  - Act as the shift manager, making key decisions in the absence of senior staff

## **Environmental Services Technician**

Mayo Clinic, Mankato, MN Feb. 2022 - May 2023

- Ensured cleanliness and sanitation of patient rooms, offices, and common areas
  - Followed strict procedures to maintain a safe and hygienic environment for patients and staff
  - Efficiently handled waste disposal, maintaining proper safety protocols
  - Performed detailed cleaning tasks including dusting and surface sanitization

## Shift Lead

Dunkin' Donuts, Mankato, MN Feb. 2022 - Nov. 2023

- Led shifts, ensuring smooth operations and excellent customer service
  - Trained new employees and supported team development
  - Managed store cleanliness, stocked shelves, and maintained product displays
  - Provided tailored recommendations to customers based on preferences
  - Effectively resolved customer complaints and maintained a positive experience