

Sedona Michels

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Objective: Motivated and detail-oriented student pursuing a career in Human Resources, seeking an internship to apply skills in communication, organization, and employee support while gaining hands-on experience in recruiting, onboarding, and HR administration.

Education

University of Minnesota, Duluth, MN

Anticipated Graduation Dec. 2027

Major: **Human Resources**

Minor: **Psychology**

Skills

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|-------------------|----------------------------------|--|
| - Time Management | - Oral and Written Communication | - Proficient in Microsoft Applications |
| - Self-Starter | - Detail Oriented | - Observant |
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Experience

Student Resource Desk Assistant

University of Minnesota Duluth, Duluth, MN

August 2025 - Present

- Respond to 50+ daily inquiries via email, chat, and phone, providing professional support and information to students and guests.
- Resolve complex questions related to university policies and processes, demonstrating strong problem-solving and interpersonal communication skills.
- Maintain and organize confidential student records and documentation, ensuring accuracy and compliance with university standards.
- Guide students through online systems and resources, enhancing user understanding and engagement with institutional tools.

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