

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

- Time Management - Oral and Written Communication - 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