

# Kathryn Heil-Rawlings

## Education

**Earning Bachelor of Arts**, Hanover College, Expected Graduation: May 2021

Majors: International Studies and Business

Minor: Communication

**Study Abroad**, KU Leuven, Belgium: September – December 2019

**Related Coursework**, International Encounters: India, Institutions and Policies of the EU, World Politics, Modern Politics

## Related Experience

**Volunteer Counselor/Cook**, Girl Scout Camp Koch, Summers 2012 – Present

- Analyze operation to determine the performance of the staff to increase productivity, cost reduction, and program improvement
- Prepare budgets for approval
- Interpret and explain policies, rules, and regulations to individuals
- Communicating with people outside the organization, representing the organization to customer, the public, and other external sources
- Establishing long-range objectives and specifying the strategies and actions to achieve them
- Encouraging and building mutual trust, respect, and cooperation among team members

**Parkhurst Dining**, Hanover College, September 2018 – Present

- Input data to be analyzed to inform operational or distribution services
- Maintain collaboration and communication between coworkers
- Manage and resolve minor workplace dilemmas
- Establish and maintain relationships with the community

## Additional Experience

**Course Work**, India

- Collaborated with two Ambassadors about problems within India
- Experienced the life and culture of the Indian people
- Investigated inner workings of major Indian based companies, including non-profits

**Store Manager**, Dairy Queen, January 2016 – August 2018

- Recommended measures for increasing worker productivity, such as position rotation to increase service quality and employee motivation
- Implemented action plans to solve organizational and departmental problems
- Conferred with other managers to identify trends and other key group concerns/interest, to provide advice on business decisions
- Liaised between departments to improve function or communication