ASHTYNNE MICHELS

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OBJECTIVE

Motivated Business Administration student seeking an internship in **healthcare administration, public service, or organizational operations**. Interested in applying leadership, communication, and customer-focused experience in a professional healthcare or administrative setting.

EDUCATION

Bachelor of Science, Business Administration (Honors Program), Anticipated: May 2028
State University of New York at Fredonia

BUSINESS MANAGEMENT EXPERIENCE

Social Media Intern, Honors Program, SUNY Fredonia, August 2025 - Present

- **Developed** essential skills in data-informed analysis by tracking newsletter engagement and synthesizing a final data report, justifying communication strategies and providing actionable recommendations for future program planning.
- **Analyzed** internal communication effectiveness by tracking newsletter engagement rates and synthesizing the data into a final report, allowing the Honors Program to **justify communication strategy** and inform decisions on content scannability and accessibility.
- **Executed** strategic resource management by researching and implementing a zero-cost digital platform (**Microsoft Sway**) for newsletter distribution, successfully maintaining essential communication output after the elimination of the paid service budget.

President, 3 L's Club (Lead, Live & Learn), SUNY Fredonia, March 2025 – Present

- **Elevated** club organizational status through successful administrative action, resulting in a **higher operational budget of approximately $1,000** for the upcoming academic year.
- **Directed** all executive board functions, personally leading the planning and execution of two major social and wellness events (e.g., "Choose Your Chill," and "Unwind in Color") that drove community engagement.
- **Recruited** and trained a full new executive board, including a Vice President, Treasurer, and Secretary, ensuring leadership continuity and operational efficiency.

Manager / Cashier / Customer Service Associate, Braymiller Market, Hamburg, NY, July 2021 – Present (paid)

- Provide high-quality customer service and product support in a fast-paced retail environment
- Train new employees on POS systems, customer service standards, and inventory operations
- Manage daily cash handling and reconcile register totals
- Answer business phone calls, take customer orders, and coordinate pickup scheduling
- Assist with vendor communication and product ordering to maintain inventory
- Resolve customer concerns with professionalism and efficiency
- Maintain an organized, clean, and welcoming retail environment

LEADERSHIP & COMMUNITY INVOLVEMENT

Academic Affairs Student Committee Member — SUNY Fredonia, February 2025 – Present
Speaker & Event Support, Honors New Student Orientation – SUNY Fredonia, August 2025 | 4 hours
Tour Guide, Speaker & Coordinator, Go Blue Day – SUNY Fredonia, April 2025 | 6 hours
Youth Event Volunteer, Summit Center Trick-or-Treat — Buffalo, NY, October 2022 | 4 hours
Race/Event Support Volunteer, Summit Center Autism Walk — Buffalo, N, May 2022 | 6 hours

TECHNICAL SKILLS

Google Workspace | Microsoft Office
Canva & Content Creation
RStudio (Graphics/Data Visualization)