

Carolyn Mckeithen

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OBJECTIVE: To obtain an internship or employment to apply my education and gain additional experience in the field of Construction Management or engineering. I hope to master the skills of strategic planning and negotiation to become a valuable project manager in the future.

EDUCATION: Bachelor of Science in Construction Management, **Expected Fall 2020**
California State East Bay University, Hayward, California

SKILLS: Customer service, Organizational Leadership, Written and Verbal Communication, Writing Accounting Financial Statements

COMPUTER SKILLS:

- Advance in Microsoft Word, MS PowerPoint, MS Excel, Adobe Premiere Pro, Corrigo, Onesite, Pivotal.
- Experience in working with Adobe Photoshop, Revit, AutoCAD, FOSSE

LEADERSHIP ACTIVITIES:

Vice President Collegiate Chapter of National Society of Black Engineers **2/2018 – present**

- Organize and manage the chapters directors with programming and outreach. Spread awareness of engineering program on campus.
- Plan youth visitations structured to promote math, science, and education at a higher level
- Mentor and teach grade school students in NSBE Summer Education Experience For Kids program for a pipeline to stem fields, teaching engineering techniques.

WORK EXPERIENCE:

Leasing Specialist **1/2018 - 7/2019**
Irvine Company

- Actively monitor real estate apartment market in the Bay Area utilizing competition surveys and innovating marketing strategies for online outlets.
- Facilitating move ins and outs while screening future prospects for apartment living requirements using multiple software.
- Planning weekly leasing goals and action plans to achieve them. Boosting renewal rates and maintain over 95% occupancy year round.
- Maintain exceptional customer service to assure an elite living experience.

Barista/ Trainer **5/2015 – 12/2018**
Starbucks

- Customer support liaison acted as the first method of contact for clientele, aiding in product education, location and boosted client retention.
- Work deliberately and closely with the managers to adjust sales marketing, and innovate new ideas
- Earned certificate to facilitate training of new employees through on-the-job training activities and coaching
- Organized an efficient support system to reduce customer wait time during peak periods

Major Appliance Specialist **9/2017-2/2018**
JCPenney Southland Mall

- Accelerate my aid to assist managers during the persevering holiday season, administering the floor sales and supervision trainees when managers are absent
- Applied friendly mannerism which boosted sales of major appliances and successfully surpassed daily sales and credit goals
- Remain refurbished of the numerous qualities each branch of Major Appliances in stock and discounted customers could be granted.

AWARDS AND RECOGNITIONS:

- Fall 2017 Cal State East Bay Program of the quarter Award, Girl Scout Gold Award, Nominated for Cal State East Bay Outstanding Leadership Award.