

LAUREN PETTY

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Experience

University of Michigan Credit Union • Member Service Representative

01/2022 - Current

- Builds relationships with UMCU members through exceptional customer service, showcasing appropriate products and services, offering recommendations based on member needs, and displaying clear and consistent interpersonal communication.
- Displays willingness, flexibility, and teamwork by moving to multiple branch locations to meet staffing needs.
- Serves on one of UMCU's committees during and outside of normal business hours. Had the role of the lead planner in the company-wide staff party. Demonstrates clear and open communication with vendors and other committee members. Regularly delegates tasks to other team members to expedite work. Showed member focus by presenting several ideas to AVPs with research for members with hearing impairments or language barriers and how we can better assist them.
- Level of responsibilities includes opening and closing branches as a lead. Handling orders, prepping cash out, and being certified to take cash in. Certified NMLS, business account opening, traditional account opening, IRA traditional or Roth, Trust, and Estate account opening, and sworn in Washtenaw County as a Notary. Sensitive information for all of these includes social security numbers, employer identification numbers, and legal documents.

Arbor Pointe Veterinary Hospital • Veterinary Assistant/ Receptionist

05/2020- 01/2022

- Assisted veterinary team with surgical intakes, logging animal history for exams and keeping clear records for patient and doctor convenience.
- Used organizational and communication skills to work as a receptionist, scheduling appointments and creating a daily schedule for the veterinary team.
- Prepared vaccinations and lab forms for the veterinary team, expediting the appointment time of patients.
- Worked closely with veterinarians and veterinarian technicians to complete medical procedures, including performing surgical prep prior to appointments.
- Monitored COVID protocols for employees and clients, ensuring clinic, patient, and team safety.
- Submitted medical illustration and animation for Dr. Petty's articles including *Trends Magazine*, *DVM 360*, and a webinar for VetGirl sponsored by Zoetis.
- Furthered education at the University of Kansas on the topic of drug studies and what goes into one.

Self-Employment

06/2019 – Current

- Tasks range from commissioned artwork to private art lessons for various fine artists

Eastern Michigan University • Assistant to the Director of the School of Art and Design

05/2019- 4/2020

- Performed secretarial duties.
- Provided art and design students with program information.
- Worked hand in hand with student coordinators and the art director on various tasks and special projects for the School of Art and Design.

Plymouth Apple Orchard and Cider Mill • Year-round Staff

06/2018 – 5/2020

- Utilized heavy machinery involved with agricultural care, cooperating with other businesses to sell products.
- Tracked USDA charts for the orchard.
- Executed quick and efficient transactions for customers, managing large crowds that regularly visited the orchard and mitigating backup.
- Hosted large rental parties at the orchard, accommodating customer requests and ensuring comfort and satisfaction.

城北小学校、彦根市 (Hikone Shiritsu Johoku Elementary School) • Teacher

Assistant

02/2018 – 04/2018

- Taught students of varying ages, helping with English classwork, speech, and spelling
- Taught speech, including proper pronunciation and maintaining eye contact during conversation
- Spoke Japanese with both staff and students to facilitate feedback on students' lessons

Education

Bachelor of Fine Arts, Concentration in 2D Media

04/2020, Eastern Michigan University

Japan Center for Michigan Universities

2017-2018 Hikone, Japan

Skills

- Efficient in several Microsoft Programs

- Adobe Photoshop, Illustrator, LightRoom, InDesign, and Procreate
- Acrylic paint, oil paint, watercolor, gouache, relief printmaking, oil pastels, charcoal, and markers