

LAURA WAGNER

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EXPERIENCE

Yosemite Hospitality

Front Desk Worker

Yosemite National Park

May 2025 - August 2025

- Managed guest check-ins and reservations for a high-volume national park destination
- Processed reservations, cancellations, and modifications using SMS PMS
- Sold tickets and dispatched guided tours of Yosemite Valley daily
- Delivered consistent, high-quality customer service in a fast-paced environment

Shades News

Social Media & Marketing Intern

September 2024 - March 2025

- Created and scheduled engaging social media content for a Gen Z-focused news platform
- Collaborated with a social media team to increase audience engagement
- Gained experience in digital marketing, audience targeting, and social media analytics

YMCA Camp Huckins

Freedom, NH

Senior Counselor

August 2022, August 2023

- Lived in a cabin with 12 campers (ages 12–13), fostering confidence, independence, and leadership
- Led daily activities including swim lessons, arts programming, and team-building exercises
- Managed conflict resolution and problem-solving in a fast-paced group environment
- Balanced leadership and collaboration with fellow staff members

EDUCATION

University of Massachusetts Amherst

Amherst, MA

College of Social & Behavioral Sciences

September 2024 - May 2027

Middlebury College

Middlebury, VT

September 2022 - January 2024

SKILLS

Tools & Software: Adobe Creative Suite, Canva, Slack, Wix, Pacdora (Packaging Design)

Core Skills: Visual Composition, Color Theory, Studio Art (Drawing & Painting), Photography, Writing & Editing, Leadership, Customer Service