

# LAURA WAGNER

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## EXPERIENCE

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### Yosemite Hospitality

Yosemite National Park

*Front Desk Worker*

*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

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### University of Massachusetts Amherst

Amherst, MA

*College of Social & Behavioral Sciences*

*September 2024 - May 2027*

### Middlebury College

Middlebury, VT

*September 2022 - January 2024*

## SKILLS

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*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