McKinley Carpenter

176 Deck Hill Road, Boone, NC 28607 • carpenterm@appstate.edu • (704) 519-5217

**Education:**

**Appalachian State University** (Fall 2014-present)

Major: Public Relations, Bachelor of Science

Minor: Women’s Studies

**Certifications:**

* Hootsuite Platform Certified (2017): monitoring multiple social media accounts simultaneously
* Google Analytics Certified (2017)
* FEMA Training Certified (2017)

**Professional Experience:**

**Lowe’s Home Improvement** - Boone, NC (May 2017-present)

Customer Service Associate

* Work with customers to provide positive experiences
* Handle customer grievances and provide them with solutions
* Problem-solving with coworkers and customers to reach compromises and maintain a positive environment

**Additional Experience:**

**Carolina Cross Connection** (Concord, NC) – (2014-2015)

* Ten-day mission trips to Honduras, including building \_\_\_\_
* Experienced interactions between non-profit companies and Honduran locals
* Fundraised for mission work

**Relevant Coursework:**

* **Social Media Strategies:** hey, there
* **Public Relations Writing:**
* **Media Graphics:**
* **Mass Media & Society:**
* **Crisis Communication:**