

Katie McCracken
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EDUCATION

Brigham Young University

B.S. Microbiology

- April 2028
- Secretary of MMBIO Academic Association

WORK EXPERIENCE

Hy-Vee

August 2022-August 2025

Customer Service

Manhattan, KS

- Managed customer service for customer interactions, including phone calls, Western Union transaction, and USPS services, ensuring timely help.
- Enhanced customer satisfaction, by maintaining professionalism and implementing a growth mindset resulting in positive customer interactions and increased business.
- Coordinated scheduling planning, including breaks and call-out coverage for a team of fifteen employees, ensuring smooth daily operations.
- Resolved customer service questions and services quickly, reducing waiting times and improving the overall customer experience.

Home of the Flint Hills

June 2025-August 2025

Certified Nurse Assistant

St. George, KS

- Assisted fourteen residents with activities of daily living, including dressing, feeding, and showering to maintain comfort, independence, and dignity.
- Maintained safety standards and infection control, through proper handwashing, gloving, and cleaning protocols.
- Operated mechanical lifts and performed manual transfers, to safely move residents with mobility challenges.
- Performed housekeeping and culinary duties, to maintain cleanliness and provide proper nutrition for residents.

BYU Student Health Center

November 2025-January 2026

Student Administrative Assistant

Provo, UT

- Assisted in human resource duties such as hiring and termination paperwork
- Maintained HIPAA when dealing with private health information documents.
- Assisted in creating and distributing monthly calendars, health information pamphlets, and health intake forms
- Promptly responded to all emails and phone call queries.

VOLUNTEER EXPERIENCE

Common Table

June 2021-August 2025

Volunteer

Manhattan, KS

- Served meals for those in need, helping feed on average sixty people a night, ensuring community members had nutritious meals.
- Washed dishes, to maintain cleanliness, as well as keeping a steady flow of clean dishes to serve food.
- Prepared meals, including dessert and sides, for dinner each night.

SKILLS/ACHIEVEMENTS

- Proficient in Microsoft Office.
- Able to resolve conflicts.
- Able to professionally answer phone calls and questions.
- Able to adhere to safety protocols and procedures.
- Seal of Biliteracy in Spanish recipient, May 2024.
- Corvias Foundation Scholarship recipient, June 2024.
- Adult and Pediatric First Aid/CPR/AED Certificate.
- Certified Nursing Assistant License.