

KAITLYN S. OTERO

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Portfolio: <https://kaitlynotero.my.canva.site/>

OBJECTIVE

Seeking a role where I can apply my customer service, creative design, and social media skills to continue to develop and grow my professional career.

EDUCATION

April 2025- Present Rome Business School (Online), Rome, Italy

Major: Master of Arts in Fashion Management

July 2021 – December 2024 Embry Riddle Aeronautical University, Daytona Beach, FL

Major: Bachelor of Science in Human Factors Minor: Communications & Broadcast Media

GPA: 3.8

EXPERIENCE

Graphic Designer at ERAU

October 2022 – December 2024

- Customized flyers, posters, and videos to promote orientation week and career fairs;
- Post clubs/ events digitally around campus for the best advertising experience
- Emailed Student/Staff, assisting with any design collaborations for event advertisement

Front Desk Assistant at ERAU Student Government Association

August 2021 – July 2023

- Assisted with event organization for students and staff such as homecoming and club events;
- Customized flyers, posters, and videos to promote orientation week and career fairs;
- Served as customer service assistant by answering phones and attending to students with questions or concerns.

Teacher assistant at Kid City USA

July 2023 -- December 2023

- Provided daily care for toddlers
- Assisted other teachers with daily childcare & supervision needs.
- Cleaned classrooms and provided a safe environment for kids.

Disney College Program at Walt Disney World- QSR

January 2024 – March 2024

- Served as hostess and dining experience associate.
- Provided customer service and cashier assistance.
- Provided guest information on events and map directions.

Seasonal Associate at American Eagle Outfitters

June 2024- August 2024

- Maintained neat and organized store displays.
- Provided excellent customer service to enhance shopping experiences.

VOLUNTEER

Embry Riddle Aeronautical University

March 2020

- Assembled Personal Protective Equipment (PPE) for faculty;
- Help the events office with preparing mass mailing for graduate certificates and gifts.
- Participated in a Human Factors study; How to make kids want to brush their teeth.

SKILLS & ACTIVITIES

- Previous COAS Student Advisory Board Representing Human Factors Department
- Knowledgeable in Office 360 (Excel, Word, Outlook)
- Knowledgeable in WIX and Canva

AWARDS/CERTIFICATIONS

- *Semrush Academy*: Marketing and Social Media certifications
- *Hubspot Academy*: Social Media Marketing Certification
- *Embry Riddle Aeronautical University*: Dean's List (2022-2023)