

# Katniss Aberdeen

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## OBJECTIVE

To obtain the Resident Advisor position with UCR Housing Services.

## EDUCATION

University of California, Riverside (UCR)

June 2025

### Bachelor of Science in Psychology

GPA: 3.6

*Related Coursework:* Adolescence and Emerging Adulthood, Social Psychology, Sociology of Education

## PROJECT EXPERIENCE

Adolescence and Emerging Adulthood, UCR

Fall 2024

### Developmental Changes during Emerging Adulthood

- Explained the context in which emerging adulthood appeared over the past half-century in terms of where, when, and why
- Used Arnett's Emerging Adulthood Model to identify the five features that distinguish emerging adulthood from other life stages
- Compared emerging adulthood in Korea as opposed to the United States in how developmental changes impacts the social environment on a micro level as well as a macro level

## LEADERSHIP & CUSTOMER SERVICE EXPERIENCE

In-N-Out Burger, Riverside, CA

April 2021 – Present

### Shift Leader

- Train new hires and provide each new hire performance reviews to identify areas for additional role training and customer service practices.
- Ensure that all employees maintain increased cleanliness and safety standards throughout the COVID-19 pandemic.
- Resolve customer questions and concerns in a timely manner and escalate significant issues to manager as needed.
- Record, deliver, and complete company bank deposits at the end of each shift.
- Enforce proper food sanitation policies and procedures by educating team members during staff meetings.

### Cashier

October 2020 – April 2021

- Balanced a daily cash register of \$400 and successfully processed customer transactions.
- Provided outstanding customer service using effective interpersonal and problem-solving skills.
- Communicated with a team of 5 other crew members in maintaining accurate inventory count of all products utilizing Excel databases that was visible for all staff to review.

## ON-CAMPUS INVOLVEMENT

Member, Psi Chi Honor Society, UC Riverside

October 2022 – Present

## AWARDS AND HONORS

Dean's Honors List, UC Riverside

June 2022, December 2023, March 2023

## SKILLS

**Computer:** Microsoft Word, Excel and Access in PC and Mac platforms

**Social Media:** Facebook, Twitter, Instagram, Snapchat

**Language:** Spanish and English (Bilingual)