

Kayla Duff

Journalism student at Texas State University searching for opportunities in the news media and photojournalism
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Work Experience

Customer Care Specialist at Camp Texlake (GSCTX)

Summer 2019 (Reference Available)

- Worked closely with camp director and assistant director to organize and complete administrative tasks.
- Communicated in a timely manner through email and phone with parents, customers, and staff members.
- Conducted weekly check-ins with staff members and provided daily professional and emotional support as needed
- Adapted quickly to new tasks and self-managed administrative and hands-on work.

Leadership Specialist at Camp Texlake (GSCTX)

Summer 2017 & Summer 2018 (Reference Available)

- Facilitated conversations about leadership, compassion and understanding of diversity with campers ages 13-17.
- Mediated conflicts between campers and taught campers how to successfully manage conflicts in their lives.
- Responsible for creating and maintaining a schedule for leadership campers, including choosing and facilitating leadership activities.
- Led staff bonding and learning activities with staff members to create a cohesive working environment.
- Remained flexible in activities due to weather constraints (summer heat, storms, etc.) and needs of campers.

Resident Assistant at Texas State University

2016-2018 (Reference Available)

- Experienced with crisis and conflict management, both in my personal life and for residents.
- Managed social media accounts for the residence hall including student outreach, information, promotions and queries.
- Experienced with creating relationships with a diverse group of students and co-workers.
- Planned and facilitated educational events for residents regarding time management, health, campus resources, and others as directed by supervisor.

Education

Texas State University

Currently Enrolled

Currently completing senior year coursework. Majoring in Journalism & Mass Communication, minoring in Creative Writing and Communication Studies. Plans to attend graduate school for an MSLS/MSIS degree upon graduation.

Skills/Interests

- Experienced interviewer and reporter.
- Experience in Microsoft Word and Microsoft Excel.
- Experience working with Adobe InDesign, Adobe Photoshop, and other design software.
- Strong writer in both journalistic and creative fiction styles.
- Hands-on knowledge of cultural differences and ideologies learned during a semester study abroad.
- Comfortable with managing and interacting on social media (Twitter, Instagram, Facebook) and hashtag events.
- Experience with and love of working with people of all ages, genders, races, cultures, etc.; desire to effectively communicate with and get to know other individuals.