

Lauren Herb

4215 Pennfield Way, High Point, NC 27262

(772) 979-4211 | lauren.e.herb@gmail.com | www.laurenherb.com

PROFESSIONAL EXPERIENCE

Guest Services Associate

Nido & Mariana Qubein Children's Museum

March 2022–Present

High Point, NC

- Establishes a fun, inviting environment for guests of all ages all throughout visit by keeping a friendly, positive attitude
- Knowledgeable in answering guests' questions and solving problems to maximize customer satisfaction
- Experienced in using Altru to create and access detailed constituent records, and to sell daily admission tickets, annual memberships, Café food and beverages, and Gift Shop merchandise
- Trains new co-workers and managers on daily processes for supervising different exhibits, as well as point-of-sale features and procedures in Altru
- Balances responsibilities in a busy, fast-paced environment between keeping exhibits clean and organized, and running assigned scheduled programs on time
- Efficiently and calmly resolves problems even under pressure, such as reuniting separated children and caretakers
- Flexible team-player always willing to support colleagues in extra-busy exhibits and adapt to changes in shift role on short notice
- Resets exhibits to be visually inviting to guests even during periods of high traffic, including reorganizing toys into their proper places and restocking consumable craft supplies
- Diligently checks inventory levels of consumable supplies for exhibits and scheduled programs, keeping managers notified when more need to be printed or ordered

VOLUNTEER EXPERIENCE

Pilgrimage Asheville

Hayworth Chapel & HPU Office of Religious Life

October 2018

High Point, NC

- Aided the mission of Haywood Street Congregation by working in their community garden and helping serve their daily fellowship meal for the local homeless community

Girl Scout Ambassador

St. Andrew's Episcopal Academy

August 2014–May 2017

Fort Pierce, FL

- Assisted troop leader with weekly meetings and activities for Daisy, Brownie, and Junior troops, including field trips, campouts, and annual Girl Scout Cookie Sales of 600+ boxes

Summer Day Camp Assistant Counselor

First United Methodist Church & St. Andrew's Episcopal Church

June, July 2011–2014

Fort Pierce, FL

- Assisted counselors of preschool-age groups in supervising campers during activities

EDUCATION

B.S., Psychology

High Point University

May 2021

High Point, NC

- Graduated Cum Laude and All-University Honors