**Sally Saltwater**

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**Education**

Indiana University, Bloomington, IN May 2019

Bachelor of Arts, GPA: 3.7/4.0

Major: East Asian Studies

Minor: Psychology

**Cultural Immersion and Language**

Practical English Tutorials Program, Indiana University January 2016-Present

*Tutor* Bloomington, IN

* Facilitated conversations using Mandarin to explain English language concepts to Spanish speaking students.
* Collaborated with a team of tutors to plan activities designed to increase students’ English vocabulary.
* Created discussion topics based on conversational English to promote student engagement with classmates.
* Advised students by assessing needs regarding intercultural conflicts due to language barriers.

**Mentoring and Leadership Experience**

Twin Peaks Camp May 2016- August 2016

*Camp Counselor* Bloomington, IN

* Mentored 10-year-old children on a weekly basis during the summer break regarding homework, involvement, and friendships in order to provide support
* Planned educational experiences for 30 kids, such as museum trips, that would increase the cultural engagement and awareness of the campers

**Sales/Customer Service Experience**

Target January 2014-May 2015

*Sales Associate* Fishers, IN

* Resolved customer complaints by corresponding with customers with empathy and following up with store errors in order to provide quality customer service
* Processed incoming merchandise using the store’s cataloguing system to make sure that the correct number of products was being received and distributed
* Promoted store promotions and sales by informing customers via word of mouth, to increase store revenue during peak seasonal promotional times