

# Laura Blank

## EDUCATION

**University of Central Florida (UCF)**, Orlando, FL **May 2020**  
*Master of Science candidate; Industrial and Organizational Psychology*

**Florida State University (FSU)**, Tallahassee, FL **May 2018**  
*Bachelor of Science; Majors: HR Management, Psychology; Minor: Economics*

- Summa Cum Laude

## EXPERIENCE

**UCF Graduate Student Center**, *Graduate Assistant* **August 2018 – Present**

- Coordinated room reservations within the graduate student center
- Answered emails and questions from guests in the center

**FSU Office of Admissions and Records**, *Student Ambassador* **January 2017 – August 2018**

- Served as a tour guide for prospective students
- Memorized and presented 30-page tour script to large groups
- Worked in the Visitors Center, answering phone calls and coordinating tours
- Trained new hires on conducting tours and answering visitor's questions
- Facilitated scheduling practice tours with trainers and new hires

**ServiceMaster**, *Talent Development & Analytics Intern; Terminix* **May 2017 - Aug 2017**

- Conducted 50+ telephone exit interviews with voluntarily terminated (or departed) employees
- Conducted calls to new managers and their mentors to explain the onboarding process and expectations
- Created a template of possible career paths through Terminix, as well as for the ServiceMaster enterprise; Designed several individual employee career map spotlights to accompany the larger maps
- Organized and prepared talent binders for annual talent meeting with company executives
- Created behavioral based interview guides to be used by managers during the interview process for new applicants
- Assisted in mid-year performance evaluation process, reviewing 700+ employee forms and communicating with Regional Human Resource Managers
- Worked with a group of interns to evolve ServiceMaster's employment brand, and presented suggestions for new call to action for promotional use, and reformatting of job postings and descriptions on company website

## LEADERSHIP

**FSU Habitat for Humanity Executive Board**, *President* **August 2015 – May 2018**

- Lead an executive board of 12 students
- Maintained ongoing communication with local Habitat affiliate and faculty advisor
- Ran weekly meetings for 30+ general body members
- Connected with local venues to set up fundraising events at their sites
- Coordinated volunteers at various fundraising events

**Florida State University**, *College of Medicine Research Assistant* **August 2014 - Present**

- Conducted 20+ Behavioral Event Interviews at an off-campus location
- Compiled, coded, and analyzed data from transcripts of interviews
- Presented preliminary findings at the Undergraduate Research Symposium.