

# Melissa Cagan

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## RELEVANT EXPERIENCE

### Carnegie Mellon University (2023 - 2026)

Senior Assistant to Head of School, School of Design

- Responsible for complex calendar management for the head of school
- Provided meeting support for 35+ faculty alongside school administration
- Supported day-to-day operations, as well as special events as needed

Marketing/Communications Coordinator, Center for Student Diversity and Inclusion

- Designed informational and promotional materials for social media, web, digital display and print
- Wrote and sent monthly email newsletters to 3,900+ subscribers, alongside supplemental emails
- Managed internal communications and office management while supporting center programs

Web Content Strategist, University Marketing and Communications

- Developed layouts and content for university-wide websites
- Strategically re-organized information architecture for university-wide websites

### Walt Disney World (2021 - 2022)

Attractions Operator

- Ran high volume attractions while providing world class customer service and meeting high safety expectations

### Carnegie Museum of Natural History (2018 - 2019)

Museum and Outreach Educator

- Taught programs about environmental science and the natural world to audiences of all ages

Educational Content Creator

- Researched and composed an educational blog designed to connect 8-13 year olds with nature
- Photographed images for museum use

## EDUCATION

### Carnegie Mellon University (2020 - 2021)

Master of Arts in Design

### Northwestern University (2014 - 2018)

Bachelor of Science in Social Policy and Education

## TOOLS

Adobe Suite, Microsoft Suite, Google Suite, Canva, Figma, Cascade (CMS), Mailchimp