

Abby Christensen

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EDUCATION

Brigham Young University– Marriott School of Business

Provo, UT

Bachelor of Science, Experience Design and Management (GPA: 3.98, ACT: 29)

Apr 2027

- Human-Centered Design and People Operations Focus
- Academic Scholarship, 2024-2025
- Experience Design Society Member 2024-2025

EXPERIENCE

Be Whole Do Good

Provo, UT

Member Delight Manager

May 2025 - Present

- Coached new clients through a personalized introduction to our product and services, allowing them to feel a familial connection to our team from the first interaction
- Promoted wellness program at conventions, generating 24 new leads through personalized interactions that strengthened community engagement
- Filmed 4 motivational training videos for teens, enhancing internal communication tools for program participants and families

BYU Financial Aid Office

Provo, UT

Office Specialist

Sep 2024 - Present

- Facilitated monthly team-building events for 20+ staff, strengthening morale and cultivating a positive workplace culture
- Interviewed 10 applicants and collaborated with supervisors on hiring decisions, improving team alignment and fit
- Directed the onboarding process for 2 newly hired student employees ensuring a comfortable transition to a new position
- Guided 500+ students through financial aid processes, resolving complex issues to ensure accurate distribution of federal aid

Andelin Family Farm

Sparks, NV

Farm Hand

Oct 2018 - June 2022

- Led individualized farm tours for families (2-10 guests), offering immersive experiences, connecting visitors to animals and farm life
- Organized hands-on nature activities for 50+ children during week-long summer camps, promoting wellness through nature immersion during COVID pandemic
- Welcomed 1,000+ guests to the farm per day, creating a sense of familiarity and setting the precedent for each guest's experience

VOLUNTEER EXPERIENCE

Lifting Hands International

American Fork, UT

Volunteer Event Team Member

Oct 2024 - August 2025

- Planned and executed a Ramadan celebration for 100+ Muslim refugees and local residents, fostering inclusive community culture
- Partnered with 10 businesses to secure auction donations, raising funds for humanitarian aid across global communities

The Church of Jesus Christ of Latter-day Saints

Córdoba, Argentina

Full-Time Representative

Feb 2023 - Aug 2024

- Mentored 8-10 volunteers, boosting team effectiveness through personalized coaching in goal setting and relationship building
- Designed and delivered quarterly training workshops for 50+ volunteers to strengthen teamwork and community outreach

PERSONAL

- *People & Culture Skills:* Employee Engagement, Onboarding, Event Planning, Internal Communications
- *Tech & Tools:* Microsoft Office, Canva, Tableau, Qualtrics, ChatGPT, Data Management
- *Professional Skills:* Facilitation, Public Speaking, Customer Service, Scheduling
- *Certifications:* Getting Started in User Experience, The 10 Pillars of Customer Experience
- *Languages:* Spanish-proficient, ASL-intermediate