

# MADI WAUGH

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## RESEARCH METHODOLOGY | DATA ANALYSIS | INFORMATION SYNTHESIS | KNOWLEDGE ORGANIZATION

Curiosity and organization drive every project, turning complex information into clear, actionable insights. Skilled in research, analysis, and synthesizing data from diverse sources, uncovering patterns and presenting findings in ways that inform decisions. Experience spans academic research, data collection, and collaborative projects, with a focus on delivering accuracy and value. Excited to contribute to meaningful missions, embracing opportunities to learn, adapt, and grow. With plans to pursue a Master's in Library & Information Studies, combines analytical rigor with a passion for knowledge management, prepared to support research initiatives in dynamic environments.

**Technical Skills:** Microsoft Office (Word, Excel, PowerPoint, Outlook, etc.) | Adobe Creative Suite (Photoshop, Illustrator, InDesign, Acrobat, etc.) | Clip Studio Paint

- Report Writing
- Literature Review
- Database Management
- Information Retrieval
- Project Management
- Data Visualization
- Digital Archiving
- Continuous Learning
- Effective Communication
- Stakeholder Engagement
- Cross-team Collaboration
- Presentation Skills

## KEY ACHIEVEMENTS

- › **Heroism & Courage:** Recognized with a DAO Commendation in Chester County for taking decisive action to protect others during a domestic violence incident, demonstrating courage and quick situational judgment.
- › **Client Service Excellence:** Built a highly trusted client base in pet care, consistently in demand for dog walks, overnight stays, and personalized attention, earning repeat business and strong referrals.
- › **Reliability & Commitment:** Maintained a rigorous summer schedule, completing approximately eight dog walks per day, ensuring pets received consistent care while meeting client expectations.
- › **Attention to Detail:** Provided tailored overnight care for pets, observing behavioral changes and maintaining detailed records to ensure health, safety, and client peace of mind.
- › **Adaptability & Problem-Solving:** Managed multiple pet care assignments simultaneously, adjusting to unique client routines and pet personalities while maintaining high-quality service under time constraints.

## PROFESSIONAL EXPERIENCE

Specialist, Research & Customer Experience  
Woofie's® of Ashburn-Leesburg

2019 – 2025

- **Cultivated and maintained strong relationships** with a diverse client base, regularly anticipating needs and generating repeat business and enthusiastic referrals that contributed to sustained engagement.
- **Volunteered at marketing events**, assisting with setup, presenting brand information to prospective clients, tracking attendee engagement, and gathering feedback to inform future promotional strategies.
- **Conducted systematic observations** of client preferences and pet behavior, synthesizing qualitative and quantitative insights to enhance service offerings, improve customer satisfaction, and increase retention rates.
- **Managed complex schedules** for multiple clients simultaneously, coordinating over eight daily dog walks and overnight stays, while adapting dynamically to changing client requirements and unexpected circumstances.
- **Documented and analyzed detailed records** of client interactions, service outcomes, and pet behavior patterns, creating actionable insights that informed operational improvements and strengthened client trust.
- **Collaborated closely with team members** to plan and execute targeted marketing initiatives, including event logistics, audience engagement tactics, and follow-up communications, resulting in increased brand visibility.
- **Developed research-driven recommendations** by tracking competitor offerings, evaluating client feedback, and identifying emerging trends, contributing to continuous refinement of service and marketing strategies.

## EDUCATION

Master of Library & Information Studies | Old Dominion University | **Expected 2028**

Bachelor of Arts, English Literature | University of Mary Washington | **GPA: 3.8 | Expected 2026**

› Completed interdisciplinary coursework in **Political Science, International Relations, Advanced Literary Research, Quantitative Reasoning, and Sociology**, building a foundation in analysis, research methods, and data interpretation.

## COMMUNITY INVOLVEMENT

Volunteer | Loudoun County Animal Shelter