



## **Student Spotlight: Margaret Ross**

College of Business Administration junior Margaret Ross is embracing every opportunity she finds at the University of Tennessee. The Hendersonville, Tennessee, native and Pope John Paul II High School alumna is majoring in economics with a concentration in international business, maintaining a 3.72 GPA in the process. In addition to taking the college's standard curricula, Ross is part of the college's Global Leadership Scholars (GLS) undergraduate honors program, which includes her taking additional honors courses and seminars. As part of GLS, she studied in London during the spring of 2011 and interned with Harvey Nichols, an international luxury department store.

During the summer of 2010, Ross interned for retailer Old Navy in the Nashville area. At the completion of her internship, she gave a final presentation to the vice president of the company's eastern zone and other managers from across the country. Her suggestions have impacted the company's new employee orientation and new program implementation, and the company's Customer Experience Survey scores have increased an average of four points since her ideas have been implemented.



With Ross holding the company's first internship of this kind, her experience is serving as a template for the company's future internships. As a member of the university's prestigious Chancellor's Honors Program, Ross represents her fellow classmates as a representative on its Honors Council. She also is a Chancellor's Honors Program Ambassador, which includes showcasing the Chancellor's Honors Program to prospective UT students. She is involved with UT's Student Government Association (SGA), for which she has served as the director of its Volunteer Services Committee. As director of the committee, she helped the SGA raise \$30,000 for United Way through the Campus Chest program and helped organize and lead walks through the UT Knoxville campus and adjacent Fort Sanders neighborhood to critically assess safety issues in those areas. She is an active member of Phi Mu sorority.

After completing her undergraduate degree, Ross hopes to pursue a graduate degree and a career in international business.