

BILLY RUSSELL

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BACKGROUND

Fresh graduate with a degree in Sociology from CSU San Jose State. Extremely passionate about people, data analysis, and research design. Seeking a full-time marketing position where my skills are further developed and utilized to promote growth in an organization.

EDUCATION

San Jose State University, Class of 2021
Bachelors of Science, Sociology with an emphasis in Social Interaction

Relevant Coursework:

- Qualitative Research Methods
- Quantitative Research Methods
- Statistics

PROFESSIONAL EXPERIENCE

Apple, Inc, via Apex Systems - Sunnyvale, CA **June 2021 - Current**

- Skillfully analyze and remedy deficiencies by marking 3D generated imagery
- Assist in machine learning by correcting computer generated errors through quality assurance practices
- Optimize existing processes to meet client goals
- Communicate effectively in team environment in order to increase productivity
- Use comparative analysis to establish conformity throughout projects

Server, Octopus Sushi Restaurant - Glendale, CA **March 2018 - August 2019**

- Give customer service and menu training to new serve hires
- Encouraged a positive learning environment by providing coaching and feedback
- Ensure operational excellence and improve team performance
- Lead store meetings to problem-solve and facilitate teamwork with bonding
- Provide feedback on daily sales to the store manager
- Maintained high customer service standards by managing multiple tasks in a high-pressure, fast-paced environment
- Performed day of data entry for sales at close of restaurant daily

Hostess

- Provided cash management training for hostesses/servers
- Maintained consistent attendance and punctuality

Shift Lead, Starbucks - Los Angeles, CA **June 2015 - January 2019**

- Execute store operations, organize and assign opening and closing duties
- Created a positive learning environment by providing coaching and feedback to peers
- Provided store procedure and recipe training to new baristas
- Evaluated store and customer needs by keeping track of inventory

Barista

- Handcrafted coffee while consistently communicating with team members to maximize store efficiency
- Delivered exceptional customer service and responded to customer needs

SKILLS

- Microsoft Office, SPSS Statistics, Google Suite, Instagram Promotions