
CORTNEY M. GOBERN

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Ready, willing, and competent; detail oriented problem-solver seeking an opportunity for growth in the retail industry. Outstanding success in the areas of customer relations, sales and management.

CORE COMPETENCIES

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|------------------------------|-------------------------|----------------------------------|
| • Sales | • Customer Relations | • Management |
| • Marketing and PR | • Financial Planning | • Problem Solving and Leadership |
| • Budgeting and Cost Control | • Photoshop | • DreamWorks |
| • InDesign | • Excellent Written and | • Counseling and Mentoring |
| • MS Office | Verbal Communication | |

SELECTED ACHIEVEMENTS

- Published in the Fall 2013 A & M Magazine.
- Mastered Graphic and Web Design Software that aided in assisting the Florida Attractions Association.
- Provided continuous improvement strategies to Starbuck that led to a 15% increase in productivity and savings in thousands of dollars.

EXPERIENCE

ORLANDO HEALTH

FINANCIAL COUNSELOR II

JANUARY '15-PRESENT

- Exceeds collection goals set by department supervisor (collecting co-pays, deposits and deductibles).
- Obtain patient demographics, insurance information and signatures on appropriate forms.
- Provide explanation of forms and process.
- Explain insurance information to patients and/or guarantor.
- Inform patients of their financial responsibility after insurance.
- Preregister patients for scheduled delivery and/or surgeries.
- Arrange financial payments with insurance companies or patients.

FLORIDA ATTRACTIONS ASSOCIATION

PUBLIC RELATIONS INTERN

MAY '14-SEPTEMBER '14

- Planned conference and events for 200-400 people within the tourism and attractions industry.
- Designed graphics, banners, brochures and video for events at the conference.
- Wrote newsletters to sponsors and potential sponsors of conference to keep them informed.
- Wrote press releases for Florida Attractions Association website.

STARBUCKS COFFEE CORPORATION

SHIFT SUPERVISOR

JANUARY '14-FEBRUARY '15

- Assisted the store manager in running the day to day operations of the business.
- Delegated tasks to key Baristas in support of daily operations that increased productivity by 15%.
- Managed inventory, ensuring the correct products were available at all times.
- Provided customer service and addressed any customer issues and concerns.
- Recommended process changes that successfully improved customer satisfaction.
- Managed allotted employee labor hours to remain in budget.
- Developed monthly store Profit and Loss Reports.
- Executed weekly inventory counts to manage product sales.
- Served as a liaison between customers and the store manager.
- Followed the Starbucks cash management process.
- Trained new employees.

Experience, cont.

STARBUCKS COFFEE CORPORATION**BARISTA**

SEPTEMBER '07-JANUARY '14

- Determined customer needs and offered product suggestions to meet sales goals.
- Designed displays for new product launches and promotions.
- Ensured compliance with health, safety and sanitation guidelines.
- Followed store policies and procedures for operational flow.
- Responsible for financial transactions.

PRODIGY**ACCOUNT MANAGER INTERN**

FEBRUARY '13-MAY '13

- Counselling clients according to firm standards.
- Identified and addressed concerns of public interest.
- Prepared operative, comprehensive public relations programs and plans that were thoughtfully organized and well written.
- Ensured supervisor was kept fully informed about activities and plans of each project.
- Engaged in activities designed to sell a service or idea, including: promotions, publicity, packaging and planning special events.

EDUCATION & AFFILIATIONS**Psychology in progress**, UNIVERSITY OF CENTRAL FLORIDA**AA in Business Administration**, VALENCIA COLLEGE

Member: The National Society of Collegiate Scholars