



**MOUSSA
DIALLO**

347-801-3240, Md4376@nyu.edu

EDUCATION

BS: Business Administration

May 2021

New York University, Manhattan, NY

Relevant Course: Business Law I, Principles Of Management, Introduction To Information, Leadership, Financing,
Microeconomics/Macroeconomics

EXPERIENCE

Customer Service Representative

December 2018 - March 2021

Speedway LLC | Bronx, NY

- Cultivated customer loyalty, promoted repeat customers and improved sales.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.

Porter/Cashier

July 2019 - December 2020

Morton Williams | Manhattan, NY

- Assessed high-traffic areas, including hallways, lobby areas and reception for cleanliness.
- Answered questions about store policies and addressed customer concerns.
- Increased sales by offering advice on purchases and promoting additional products.

Counselor

July 2019 - August 2019

ASAP | New York, NY

- Taught campers outdoor-focused skills such as goals and critical thought to increase campers' self-reliance and confidence.
- Led a group of 15-20 children safely through a variety of camp activities.

Seasonal Porter/General Laborer

November 2018 - January 2019

Vertex | Bryant Park, NY

- Determined materials needed for daily shift and loaded vehicles with equipment and supplies.
- Worked alongside the team to accomplish work goals according to schedule.
- Keeping the park clean at all times by carrying at least 10-15 pounds of garbage everyday.

Team Counseling

November 2016 - April 2017

New York City Urban Debate League | New York, NY

- Assisted students for debate schedule and class locations.
- Supervised and participated in intense debates.

SKILLS

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| • POS/Customer Service | • Time Management Abilities | • Working Well Under Pressure |
| • Heavy Lifting/Retail Sales | • Microsoft Office/Excel | • Flexible/Adaptable |