

Skills

- Excellent skill navigating Microsoft products and ability to learn new applications quickly
- Basic proficiency in CSS/HTML & JavaScript
- Strong written and oral communication skills, has demonstrated ability to present across all levels of management and clients
- Has good relationship management skills and presents the appropriate professional image to clients and customers
- Skilled at taking charge of a group and leading them to success
- Communicate effectively with people from diverse backgrounds by listening to their needs
- Collaborated with professionals which demonstrated my ability to work in team environments

PROFESSIONAL EXPERIENCE

COLLEGE COACH, COLLEGE POSSIBLE, ST. PAUL, MINNESOTA

AUGUST 2019 – PRESENT

- Manage a diverse portfolio of 100 + enrolled and unenrolled low-income, first-generation students by communicating via text, email, phone call, video calls, and in-person meetings.
- Supports through a near-peer coaching model with students and provide quality information on topics such as financial aid, registration, transferring logistics, and ensuring college persistence.
- Co-develops solutions with unenrolled students towards a pathway in earning a post-secondary degree.
- Communicates regularly with program staff and peers to plan outreach to students using leadership skills.
- Documents communication interactions with students via Salesforce, and protecting their privacy.

SALES ACCOUNT MANAGER, NEXTTEN STAUER, BURNSVILLE, MINNESOTA

NOVEMBER 2018 – JUNE 2019

- Act as a Client Advisor between our clients and Stauer Luxury Division, providing our clients with products and services
- Manage client's information and invoices with software's such as JAWS and Maximizer.
- Maintained constant contact with key clients to develop trusting relationship and provide satisfactory service based on need.
- Mastered company's products and services and used that to assist clients in any way possible.
- Established, organized and managed high confidential files, records and reports.
- Developed positive customer relationships by providing a welcoming atmosphere while catering to their needs.

SALES ASSOCIATE, TORY BURCH, EDINA, MINNESOTA

MAY 2018 – NOVEMBER 2018

- Followed the latest market trend for marketing strategy; trademarks; which helped boost other merchandises or products trending.
- Adequately attend to customers and team member's enquiries using company's standard measures to resolve all enquiries. Escalated any outstanding matters to the management.
- Mastered company's product and service. Provided training to new employees as needed.
- Managed administrative tasks for the department. Prioritized and accomplished wide range of tasks adequately.
- Administered overall sales inventory through an online application.
- Assisted with account and resource managements.

EDUCATION

UNIVERSITY OF MINNESOTA, BACHELOR OF SCIENCE

MAY 2018

Business & Marketing Education

DELOITTE PROFESSIONAL DEVELOPMENT PROGRAM, MINNEAPOLIS, MINNESOTA

SEPTEMBER 2019 – PRESENT

UNIVERSITY OF MINNESOTA COLLEGE OF CONTINUING & PROFESSIONAL STUDIES, MINNEAPOLIS, MINNESOTA

MARCH 2020 – PRESENT

Certification - Full Stack Web Development

Computer Science applied to JavaScript

Databases (MySQL, MongoDB)

Server Side Development (Node.js, Express, MERN Stack)

Browser Based Technologies (HTML, CSS, JavaScript, jQuery, Bootstrap)

Deployment (Heroku, Git)

Quality Assurance (Writing Tests)

Internet Marketing (SEO, Semantic HTML)