

Forward-thinking business professional with diverse experience in sales, marketing, data analysis, and continuous process improvement. Quick study with history of success uncovering business needs, providing data-supported insights, and offering strategies to solve complex business challenges. Expertise building and fostering relationships to drive internal and external stakeholder experience through optimal communication skills. Accomplished as team leader and individual contributor.

Data Analysis | Sales | Marketing | Continuous Process Improvement | Business Development | Reporting & Analytics  
Customer Relationship Management | Excel | Outlook | Salesforce | Cisco | CRM Platforms | SQL | Bilingual (English, French)

## PROFESSIONAL EXPERIENCE

**Amazon Connection Operation Team** (North America, Europe, Australia) | Seattle, WA | 2019 – Present

### PEOPLE OPERATION ADVISOR (BILINGUAL FRENCH/ENGLISH)

- Drive strategic business decisions through initiatives to continually improve the work environment.
- Investigate and analyze high-risk topics through one-on-one meetings with frontline employees, facilitate additional methods to obtain engagement feedback, and translate and document findings.
- Uncover barriers hindering management and employees from building a united workplace through deep-dive analysis.
- Partner with senior advisors to provide practical recommendations for continuous improvements and identify top leaders across all levels of the organization.
- Deliver on supplementary tactical support for HR partners, including regional HR job task and Career Choice program.

#### Select Projects

- Completed 400+ schedule accommodations and adjustments for all US fulfillment centers as point of contact for Amazon's Regional Center (HRRC).
- Translated Amazon's Appeal Policy, Form, and Processes, used worldwide, from English to French.
- Facilitated 300+ hour translation project, proofing 400+ pages of Hazmat products training and exams used to onboard and cross-train associates across fulfillment centers in France and by all French-speaking associates.
- Collaborated with leadership to develop 'New Hire Blue Badge Checklist' to accelerate onboarding process.
- Interfaced with Alexa Preview Team to test new features and provide feedback for Alexa/Netflix collaboration in French.
- Improved associates' trust and valuable feedback by revising training material to eliminate disrespectful terminology.

**Nintendo of America** | Redmond, WA

### BILINGUAL CUSTOMER SERVICE EXPERT (contract) | 2018 – 2019

- Resolved customer inquiries, complaints, and billing questions. Provided network and troubleshooting support.
- Documented and researched technical problems to develop solutions and resources for the department.
- Interpreted Nintendo support manual to assist French-speaking consumers during time-sensitive encounters.

**Universal Language Services** | Bellevue, WA

### BILLING CLERK | CUSTOMER ACCOUNT SUPPORT | 2018 – 2018

- Monitored and responded to inbound correspondence and interpreter requests. Administered confidential information within Salesforce. Communicated with contractors to offer available urgent assignments.
- Secured primary financial data for accounting records, verified accounts by reconciling statements and transactions, resolved account discrepancies, processed L&I claims, and prepared checks for contractors.
- Audited customer contracts to ensure billing procedure compliance.
- Gathered, analyzed, and summarized data and trends to prepare financial reports.

**Société Camerounaise d'Opérations Maritimes (SOCOMAR)** | Douala, Cameroon

### SALES AND MARKETING ASSOCIATE | 2013 – 2016

- Owned the sales process, developed new business, directed marketing strategies, and refined processes.
- Managed new and existing markets to build, identify, pursue, and close new business growth opportunities.
- Provided insight and recommendations for advertising, direct mailing, tradeshow, and other aspects of marketing to expand and showcase the product line.
- Traveled to customer locations to gather, uncover, and disseminate relevant product line information.
- Overcame budget restraints by introducing cost-effective promotional items resulting in a boost to sales.

## EDUCATION

