

1717 Valley Rd
Champaign, IL 61820

Jessica Anne Costantini

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WORK EXPERIENCE

Wolfram Alpha, LLC., Champaign, IL
Marketing Projects Coordinator

January 4, 2011 - Present

Wolfram Research, Champaign, IL
Customer Service Representative

September 28, 2009 - January 4, 2011

Swarovski, Ann Arbor, Michigan
Sales Consultant Brand Ambassador

May 2007 - April 2009

RELEVANT SKILLS

Marketing / Social Media / Project Management

- Collaborated with multiple departments to complete 54 marketing and PR projects since the beginning of 2011.
- Consistently managed 10-20 active projects at once including global press releases, target market pitches and social media promotions and contests.
- Logged and maintained PR database of international media contacts.
- Enhanced and organized company involvement with local community programs such as "Bike to Work Day" and "The Hydration Station" for the Illinois Marathon.
- Developed Wolfram Research Customer Service Internal Marketing Survey.
- Trained new and current employees for various projects and departments within Wolfram Research.
- Experienced in Jira, Zimbra, Vocus, RT, Filemaker, MS Word, Twiki, Oracle, Mathematica, Adobe CS3 and iPhoto.

Sales / Organization / Customer Service

- Scheduled and operated Wolfram company tours to business and educational organizations.
- Implemented Student Premier Service Project to increase retention of current Mathematica license holders.
- Generated and contacted clients based on projected interest in future sales promotions at Wolfram and Swarovski.
- Troubleshot advanced conflicts with customers at Wolfram and Swarovski.
- Grossed over \$125,000 in store sales for Swarovski.

EDUCATION

Eastern Michigan University

BBA, Marketing Major, Art Minor
Relationship Marketing Concentration
GPA: In-major: 3.8/4.0 Overall: 3.36/4.0

Graduated: April 2009