

Alejandra Reyes
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OBJECTIVE

Acquire a position that utilizes my excellent interpersonal and organizational skills to assist with clerical duties.

EDUCATION

University of California, Riverside

Bachelor of Arts, Business Economics, CA

August 2013- August 2017

Relevant Coursework: Professional Selling, Managerial Economics, Marketing and Distribution Management

RELEVANT SKILLS

- Bilingual in Spanish; written and spoken
- Excellent Customer Service
- Establishing Rapport
- Proficient in Salesforce CRM
- Knowledgeable in Marketo and SPSS Data Analysis
- Excellent Written and Oral Communication
- Excellent Arithmetic
- Proficient in MS Outlook, Word, and PowerPoint

EXPERIENCE

B2B Sales Consultant, Staples, Inland Empire, CA

April 2019-October 2019

- Diligently canvas 200-300 prospective customers monthly before creating business relationships/partnerships.
- Participated in 10-15 weekly meetings with local businesses and organizations.
- Interview prospects to find pain points and designate the correct solution to the prospect's problems.
- Overcome objections through excellent listening and problem-solving skills.
- Research competitors to maintain knowledge on changes in the market and prospect needs.
- Collaborate with account managers and provide support to clients to ensure smooth transition between accounts.

Branch Service Representative 2, Arrowhead Credit Union, Chino, CA

September 2017-January 2019

- Audited GL's and teller forms, and other documentation to ensure accuracy and compliance with standards.
- Screened visitors, answered calls, and provided information when necessary.
- Established and maintained relationships with members to drive member satisfaction and trust in the credit union.
- Researched designated policies and procedures to resolve unfamiliar issues and advise members on solutions.
- Effectively communicated with back office departments to assist members or branch needs.
- Assisted members and provided recommendations to increase financial stability and security.

Shift Manager, Farmer Boys, Ontario, CA

August 2013-August 2017

- Ensured all employees followed food safety/quality policies.
- Utilized emotional intelligence to adapt and support varying employee and customer personality types.
- Focused on the ongoing learning and development of employees by gaining insight from experienced employees and adjusting programs to fit different personality types.
- Optimized staff efficiency by designating daily responsibilities and monitoring sales promotions
- Participated in weekly meetings to collaborate on how to improve sales and review financials.

LEADERSHIP

Delta Gamma Fraternity (VP Foundation)

- Managed volunteer hours, coordinated service events, and organized awareness events to support our philanthropy.
- Created PowerPoints and presented information about the benefits of participation with Service for Sight.
- Surpassed \$10,000 fundraising goal by \$4,000 with the help and collaboration of the team and community.

Blindness Support Services (Volunteer): non-profit organization that helps the blind and visually impaired.

- Assisted in creating awareness events to help promote more community involvement
- Worked with visually impaired children by teaching them skill enhancing games.

Youth Hope Foundation

- Create marketing initiatives for all social media platforms to increase presence in the local communities.
- Collaborate with volunteers in composing new marketing campaigns and events.