

## RELEVANT EXPERIENCE

**AT&T Wireless, Assistant Store Manager, Cambridge, MA • 2007 – 2010**

- Developed and reviewed a team of over 12 members on positive performance and room for improvement against key metrics and reputation
- Focused on customer relationship management by resolving or escalating contract or billing issues
- Coached personnel on “opportunities” to meet and exceed assigned customer experience and reputation, sales and service, revenue and productivity targets
- Systemized contract and financial record keeping, improving management efficiency by 20%
- Increased overall store performance by 35% in a fast-paced corporate retail store
- Facilitated weekly personnel training/educational session as directed
- Charted store sales and implemented competitive incentives to motivate associates and remain result oriented

**Undergraduate Marketing Department Assistant, Babson College • 2012 – 2013**

- Constructed original undergraduate promotional print material for on-campus events
- Organized past and present print marketing materials for future reference

**Demandware Account Development Intern, Burlington, MA • 2014**

- Co-developed a hands-on four-page inbound marketing strategy for internal use
- Executed research and compiled 9 weekly inbound marketing strategy reports

## EDUCATION

**Babson College****2014*****Bachelor of Science, Business Management****Concentration: Global Business Management***Massachusetts Bay Community College****2012*****Associate of Science, General Studies***

- 2012 Outstanding Leadership Award

## GLOBAL EXPERIENCE

**Malaysia – Corporate Social Responsibility • 2014**

- Learned about the existence of CSR in Kuala Lumpur through extensive conferences, company visits, and a team-based project with UNIRAZAK, a partner university
- Participated in the sales and support of a children’s clothing night market shop
- Created and presented a strategic analysis on macro and micro night-market improvements

**BRIC – The Cornerstone of the New Global Business Economy • 2013**

- A globally comparative semester-long study abroad program in China, Russia, and India
- Interacted with officials and business owners to understand the changing environment

**Haiti Service and Culture • 2012**

- Met with local business owners to collaborate on daily operations and simplify distribution
- Worked with a group of 26 people to promote a conducive learning environment by provided funds, tools, and toys to improve the elementary educational quality

## LEADERSHIP

**Business Club President, MassBay • 2011 – 2012**

- Integrated concepts of “social responsibility” into group discussions to motivate club members
- Organized volunteer outings and clothing drives to aid Cradles-to-Crayons

## SKILLS

- (Actually) Bilingual in Spanish and English, elementary French and American Sign Language
- Proficient in MS Office and Publisher, knowledge of Salesforce
- Experienced public speaker, excellent interpersonal mediation and customer service skills