

NICHELLE S. HAYES
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EDUCATION

Bishop McNamara High School
Forestville, MD

Graduated Magna Cum Laude, May 2015

University of Maryland University College
Digital Media & Web Technology

Expected date of graduation: Dec. 2020

WORK EXPERIENCE

June 2017-Present

Sales Advisor, H&M, Oxon Hill, MD.

Provide excellent customer service, maintain a clean and neat sales floor, efficiently execute functions, work effectively with team members, and efficiently execute tasks and projects, retain knowledge of products, sales, and campaigns, and company policies.

August 2016-March 2017

Executive Administrator, CLRA Group, LLC., Falls Church, VA.

Help clients save money on insurance and benefits programs; Participate in telemarketing; Schedule meetings for presentations; Enroll clients in programs (Benefits Counselor); Close deals on open accounts by participating in meetings (presentations); Administrative & executive detail.

Independent Business Owner, Total Life Changes, LLC.

Distributing health & wellness products to clients to help achieve a healthier lifestyle and establish a better well being.

May 2016-August 2016

Social Media & Marketing Intern, CLRA Group, LLC., Springfield, VA. Created content for company's social media platforms and worked in telemarketing.

September 2015-May 2016

Radio Host/DJ, WMBC Radio, Baltimore, MD. Hosted radio show "The Underground": worked soundboards, researched and provided outline of news & topics (with research) to discuss, set up playlist line up, and communicated with listeners by phone and online queue.

June 2012-August 2015

Sales Associate, Dunkin' Donuts/Baskin Robbins, Accokeek, MD. Helping customers (make coffee, lattes, sandwiches, ice cream

sundaes, drinks, etc.); Take inventory; Manage the (RED) Manager's Book; Decorate cakes; Stock up supplies; Clean (bathrooms, mop, sweep, dishes); Bake and ice/glaze/frost donuts; Complete sales; Training incoming workers

June 2011-August 2011 Website Designer, Mid-Atlantic Equity Ventures, LLC, Springdale, MD. Designed an interactive prototype company website and blog for management.

SPECIAL SKILLS

Proficient in Office Suite products, including Excel, Powerpoint, and Word
Proficient in Adobe Suite Products & Creative Cloud, such as Adobe Animate and Adobe Photoshop
Proficient in HTML & CSS; JavaScript & ActionScript
Proficient in operating MAC & PC Operating Systems
Proficient in WordPress
Ability to effectively negotiate and solve problems
Ability to research, collect data, conduct analysis, and report results
Ability to plan, prioritize, and organize assignments and tasks
Ability to proofread and edit
Proficient in digital photography software
Proficient in Spanish (elementary level)
Ability to create, work, and maintain blog and social media platforms
Excellent oral and written communicator
Experience with Salesforce

MEMBERSHIPS AND HONORS

National Society of High School Scholars
Tri-M Music Honor Society
MTNA Music Award (Music Teacher National Association) for 12 years of music education
Graduated with Magna Cum Laude Honor
National Society of Collegiate Scholars