**VANESSA GIUSTI**

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**SUMMARY OF QUALIFICATIONS**

Goal-directed, results-oriented sales and marketing professional with a strong customer service background. Skilled communicator, persuasive and adaptable. Self-motivated with high energy, initiative, and focus. Keen insight into the needs and views of others, ability to listen and identify issues or problem areas and form innovative solutions. Professional, personable, and articulate in presentation. Areas of strength include:

* Fluent in Spanish
* Client Relations
* Documentation/Writing
* Microsoft Office 2010
* Oracle
* QuickBooks

**EDUCATION**

**UNIVERSITY OF CONNECTICUT GPA: 3.2/4.0** Dean’s List, Spring 2005

Bachelor of Arts in Economics Studied Abroad: Salamanca, Spain, July 2007 Bachelor of Arts in Spanish

**RELATED EXPERIENCE**

**SEQUEL INTERNATIONAL,** NORWALK, CT

*International Marketing Intern,* May 2007-January 2008 (seasonal)

* Collect, prepare and photograph new watch samples to be used for International and Domestic catalogues for marketing GUESS accessories.
* Enter watch images and style descriptions into Catalogue Wizard (Sequel Central) to be used by accounts and distributors worldwide.
* Utilize Oracle to create style numbers for new styles received from Hong Kong, as well as revise style numbers on previous product.
* Work in conjunction with Order Management and Accounting, using Oracle, to set up purchase orders for all products including new and carryover.
* Prepare press releases for the International brand team to use worldwide and during international distributor meetings including Basel World Fair and Croatia meetings.

**PROFESSIONAL EXPERIENCE**

**SEQUEL INTERNATIONAL,** NORWALK, CT

*Customer Service Representative,* July 2009-Present

* Responsible for answering telephone inquiries from customers and stores regarding the status of their order.
* Utilize international company-wide database system to enter and track customer watch repair/replacement orders.
* Consult Oracle to determine stock availability for replacement watches.
* Responsible for updating Customer Service Training Manual as well as training new employees in the customer service department.
* Cross-Trained with Merchandising Staff
* Process outbound watch orders for repaired watches being returned to customers.
* Contact customers to resolve any payment processing issues.

**LAND ENGINEERING & SURVEYING, LLC**, BRIDGEPORT, CT

*Administrative Assistant,* June 2008-July 2009

* Schedule Principal’s meetings, appointments and travel arrangements
* Assemble Engineering Reports and Drawings for various town submissions
* Writing and mailing out proposals to clients
* Coordinate Soil Testing with clients, health department and engineer
* Manage zoning and wetland applications
* Attend networking events
* Utilize QuickBooks data to create invoices and billing statements

**ACHIEVEMENTS AND ACTIVITIES**

**OMICRON DELTA EPSILON** Student Government, January 2006-May 2006

International Honor Society in Economics Intramural Soccer, Fall 2007 and Spring 2008