

# ELISSA COLICH

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## TECHNOLOGY & DATA EVANGELIST

Solution-oriented professional and recent post-grad with exemplary track record of world-class customer service. Equally effective in leading teams, projects, and operations in fast moving, goal-oriented environments. Exceptional communication and critical decision-making capabilities.

## SKILLS

- Customer Service
- Strategic Planning
- Technical Reports & Dashboards
- Business & Data Intelligence
- Data Analytics Tools
- Collaborative Platforms

**Programs:** Excel | Stata | Tableau | R | Oracle | SQL | HTML | CSS | Qualtrics | Alteryx

## PROFESSIONAL EXPERIENCE

### STARBUCKS COFFEE COMPANY | SUPERVISOR/MANAGER

**2001 – Present**

*Leverage strategic and leadership acumen to increase yearly sales growth and customer satisfaction.*

- Develop and coach teams of up to 30 partners and manage budgets totaling \$900k – \$1.2m annually.
- Analyze employee strengths and operational performance measures to maintain 90% productivity and increase transaction time by 80%.
- Utilize entrepreneurial thinking and creative problem-solving to upsell products and increase customer satisfaction.
- Build and maintain strong relationships with internal and external stakeholders.
- Lead region-wide CSR Month of Service projects, coordinating between store, district, and regional managers to ensure planning and execution of over sixty events involving over 200 participants.

### COMMIT PARTNERSHIP | ANALYTICS INTERN

**May 2018 – Dec 2018**

*Supported the analytics department in researching, analyzing, and compiling quality data.*

- Gained valuable experience and exposure into how data and technology can create positive social change at scale.
- Utilized analytical tools to gather, clean, manipulate, and present data effectively.

### UNIVERSITY OF TEXAS AT DALLAS | FOOD PANTRY COORDINATOR

**May 2017 – May 2018**

*Coordinated day-to-day operations of food pantry, volunteers, donations, and data management.*

- Lead teams of up to 100 student volunteers; maintained 90% volunteer retention.
- Coordinated event planning, marketing, and fundraising campaigns; raised over \$25k in monetary and tangible donations.
- Utilized Excel for data collection, data cleaning, data manipulation, and data visualization.

## EDUCATION

**Master of Science, Social Data Analytics & Research** – University of Texas at Dallas – 2018

- **GPA: 3.9** | Phi Kappa Phi | Dean's Council

**Bachelor of Science (Honors), Public & Nonprofit Management** – University of Texas at Dallas – 2017

- **GPA: 3.9** | Magna Cum Laude | Pi Alpha Alpha (President) | Undergraduate Research Grant

## COMMUNITY/LEADERSHIP

**BIG THOUGHT** – General Volunteer

**READING PARTNERS** – Literacy Tutor and Intern

**CITIZEN SCHOOLS** – Citizen Teacher

**RICHLAND COLLEGE** – ACE Service Learning Mentor