

# Alfonso J Zavala

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Portfolio <http://www.fataledesign.com>

## **Professional Profile**

Account executive and technology driven service provider seeking to expand and apply knowledge obtained through higher education, personal experience and project management. Speak Spanish with fluency and understand that customer satisfaction is crucial for company preservation and growth.

## **Experience**

Independent Contractor  
Uber, Miami Florida

September 2015 to present time

- Collect riders who request pick up service in a timely and professional manner
- Deliver riders to their destination by considering all road safety procedures
- Provide customer service at an efficient level to preserve business relationships established, and with the company's best interest in mind

Sales Executive/Account Manager  
Unified Media, Ball State University-Muncie, Indiana

January 2015 to June 2015

- Built, reinforced and maintained customer relations inherited from senior representatives while perpetuating customer satisfaction by fulfilling requirements acquired through a needs analysis
- Proposed and executed ad insertion to best fit customer needs as observed through the needs analysis
- Prospected and signed new clients to ensure company prosperity

## **Education**

Miami International University of Art and Design      Miami, Florida  
Bachelor of Fine Arts  
Major: Graphic/Web Design      Graduation Date: Dec 2017

Florida International University      Miami, Florida  
Bachelor of Science in Business  
Majors: Accounting      Graduation Date: Transferred  
Graphic Design  
Offset printing

Ball State University – Miller College of Business      Muncie, Indiana  
Bachelor of Science in Business  
Majors: Accounting      Graduation Date: Transferred  
Information Systems &  
Graphic Design

## **Student Involvement**

Delta Sigma Pi – Epsilon Xi      VP of Corporate Sponsorship  
VP of Pledge Education

- Aided the planning of a professional, fundraising, community service, and social events as part of the pledging process
- Organized, supervised and worked together with other officers in the pledge class in addition to the fraternity to educate and prepare new pledges to become brothers and leaders in our organization