

# Galilea Ticas

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## EDUCATION

**University of Massachusetts- Amherst** | Amherst, MA Expected Graduation: May 2026  
Candidate for Bachelors degree in Managerial Economics  
Relevant Coursework: Management, Micro and Macro Economics, Intro to Entrepreneurship, Mathematics

## SKILLS

**Language:** Proficient in Spanish  
**Certifications:** OSHA Certified (Fall 2021)  
**Computer:** Google Documents and Slides, Microsoft Word, Excel, MS Access

## WORK EXPERIENCE

**Shaws I** Burlington, MA June 2025 - Present  
*Retail Management Intern*

- Executed a full-store rotation across all departments, gaining hands-on leadership, operations, and merchandising experience while shadowing Store Directors, ASDs, and department managers.
- Engaged directly with Shaw's President & Vice President, District Managers, and field specialists to discuss strategy, performance metrics, and retail leadership at Shaw's headquarters
- Led a cross-store Vision Pro analysis with fellow interns to identify root causes of deli shrink, uncover sales opportunities, and present/implement action plans to each store.
- Attended corporate advertising meetings and toured the Shaw's distribution center to deepen understanding of end-to-end retail strategy and supply chain operations.

**Amherst Recreation Department I** Amherst, MA March 2024 - May 2024  
*Registration Assistant*

- Conducted daily front office operations, taking high volumes of incoming calls on a multi-line phone system and answering general inquiries
- Assisted customers with registering for sports activities and processed client information and payments into the database over the phone or in person
- Provided support to associates in a busy office environment by inputting data entries, handling cash transactions, and maintaining a friendly demeanor

**Wellington Management I** Boston, MA July 2023  
*3-Day Externship Participant*

- Attended morning meetings, participated in a financial sector lesson, and shadowed experienced professionals to gain in-depth knowledge of the financial industry
- Engaged in a DE&I lunch panel, participating in a roundtable lunch, and giving an elevator pitch that resulted in two new contacts.
- Completed an Excel workshop and participated in mock interviews to further improve technical skills

**Starbucks I** Boston, MA November 2021 - August 2022  
*Barista*

- Served 300 customers per day to provided dependable and consistent service
- Utilized bars, espresso machines, and coffee brewers to create over 30 unique types of beverages including custom made each day at request
- Communicated with a team to provide an efficient and pleasurable experience for customers

## PROGRAM EXPERIENCE

**Bottom Line Program I** Boston, MA September 2021- Present  

- Consult with mentor to discuss academics, careers, financial aid, and college through frequent in person and virtual meetings
- Receive support with navigating the process of college applications and career preparation