

Education

CareerFoundry — UI/UX Certification with Front-End Specialization

JUNE 2020 - May 2021

Online certification classes for UI/UX design.

George Mason University — Bachelor's of Science Degree in Marketing

AUGUST 2015 - DECEMBER 2017

Graduated within the top 10% of all Business Majors.

Overall GPA: 3.7

Northern Virginia Community College — Associate’s Degree in Business Administration

AUGUST 2012 - MAY 2014

Overall GPA: 3.7

Work Experience

Marriot Dulles Airport — Events and Sales Administrative Assistant

SEPTEMBER 2019 - MARCH 2020

- Answered and transferred sales phone calls to sales team members as part of the Sales and Events team.
- Provided customer service by answering customer inquiries about events in in-person meetings on property and on the telephone.
- Hosted property tours for potential and existing clients to win businesses for the ongoing and new fiscal year.
- Worked in collaboration with both Sales and Events teams to strategize business goals and plans for the current and upcoming fiscal year.
- Communicated current property promotions (for holidays and special packages such as weddings, proms, and religious ceremonies) and complementary products (such as bulk menu rates etc.) to customers to increase sales.

Nordstrom Rack — Customer Service Team Member

AUGUST 2018 - SEPTEMBER 2019

- Answered and transferred store phone calls as part of the Customer Service team.
- Provided customer service by answering customer inquiries about merchandise.
- Communicated in-store promotions and complementary products to customers to increase sales.
- Completed purchases and returns transactions at the register in a timely manner.
- Supported all co-workers and treats them with dignity and respect.
- Advocated the benefits of Nordstrom Rewards and Nordstrom Credit Cards to customers.

DSW Inc. — Sales Associate

OCTOBER 2015 - APRIL 2016

- Organized merchandise layouts to best serve customers on the sales floor.
- Answered customer inquiries via in-person and on the phone.
- Operated store register to complete customer transactions.

Homegoods Inc. — Temporary Stock Clerk

JUNE 2012 - JULY 2012

- Executed new product layouts on the floor to enhance summer sales.
- Organized clearance sections of the store to draw in customer interest.

Skills and Tools

Skills:

Customer Service
Team Player
Organization
Qualitative and Quantitative Research
Procuring Contracts
Event Planning
Merchandising Displays

Tools:

Adobe XD
Photoshop
Lightroom
IBM SPSS Statistics
Google AdWords
Microsoft Office

Certifications

Introduction to UI / UX Design - CareerFoundry - Jun. 29th, 2020.

UI Immersion - CareerFoundry - Jan. 28th, 2021.

Google AdWords Essentials - Google - Completion ID: 13996708.