

Mallory Ozuna

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PROFESSIONAL EXPERIENCE

Defy Cryotherapy & Float

Houston, Tx

Business Development Intern / Outreach Coordinator

Sep 2019-December 2019

- Initiate prospective and profitable partnerships throughout the greater Houston area
- Event Planning and Documentation
- Analyzed and assessed inventory needs and expenses for daily operations
- Sales Management and training for 4 employees
- Created new offerings to increase membership sales and mitigate attrition
- Organized Excel CRM for book of business management
- Highly knowledgeable about all offered services and products
- Analyzed confidential client information for solution selling

United States Automobile Association

San Antonio, Texas

Financial Advice and Solutions Group Intern

May - July 2019

- Understand current Annuity landscape along with industry best practices and identify areas of improvement, determine solutions, recommend changes to improve standards and results necessary to provide stakeholder support
- Work with cross functional groups to influence the design, alignment, and implementation of technical standards to address appropriate business solutions
- Proposed MVP solution recommendations based on real business challenges pertaining to the annuitization process and product nurturing
- Received and fulfilled member service requests for all life policy, annuity, and health policy changes through member contact channels
- Collaborated with the business SMEs in identifying and validating new or changed business requirements
- Utilized data from multiple sources to compile and analyze data for internal competitive analysis presentations
- Applied foundational member servicing techniques
- Support enterprise business goals through the achievement of individual referral and product acquisition goals.
- Completed internal learning courses: ◦Agile Mindset ◦Taxonomy 101 ◦Annuity Replacement and Annuitization ◦Compliance Training

University of Houston Recreation Center

Houston, Texas

Head Coach Women's Club Volleyball

August 2018 – December 2019

- Organized and conducted 3 day tryouts observing over 50+ athletes
- Advised and delegated strategies and plans with assistant coach on a regular basis
- Planned and executed three, 2 hour long, practices every week for two teams
- Traveled to surrounding cities to coach teams in competitive tournaments at other universities
- Representative for the university while traveling
- Liaison between athletes and officers in resolving conflicts and implementing improvements
- Assisted in Club fundraiser and community service events

Equinox

Houston, Texas

Retail Shop Manager

March 2018 – August 2018

- Manage and build a sales team of 7 employees
- Responsible for hiring, onboarding and scheduling employees
- Analyze and assess key performance indicators to create monthly and personal goals for all members of the team
- Handle transfers, RTVs, audits, inventory and all aspects of the merchandise receiving process including resolving discrepancies
- Coordinate and host a minimum of 2 events per month
- Manage department club supply orders and communicate ground level needs with corporate office
- Attended biweekly and monthly manager's meetings
- Efficiently created a successful back stock improvement that increased sales and received recognition as district example to follow
- Recognized three times as a top seller in the district and twice by corporate

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Equinox

Houston, Texas

Front Desk Manager

August 2017 – March 2018

- Assisted in job application reviews, hiring and onboarding of new employees
- Assisted with employee evaluations using company's performance management tool
- Led and developed itinerary for bi-monthly department meetings
- Responsible for effectively handling confidential customer and company information
- Confidently handled back office deposits and discrepancies involving large money transactions for three departments
- Logged and delivered detailed systematic discrepancies to IT service personnel
- Analyzed customer experience management reports and created action plans for pain points
- Confirmed and scheduled customer appointments using Spa Biz software
- Aided in member retention by building strong relationships and offering alternative solutions for members
- Strong knowledge of business goals and company directives
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EDUCATION

University of Houston

Houston, Texas

Bachelor of Science in Retailing and Consumer Science

January 2015-

Graduated Dec 2019

- Member of DECA - Distributive Education Clubs of America
- Member of SSHRD - Student Society of Human Resources Development
- Dean's List

Texas Southern University

Houston, Texas

Undergraduate Studies

January 2014 – June 2015

- Excellence in Academic Achievement Award 2014
- SWAC Western Division Champion - Volleyball

SKILLS

◦Leadership	◦Customer Service	◦Time Management	◦Organization	◦Detail-oriented
◦Problem Solving	◦Maximizing sales	◦Relationship building	◦Communication	◦Innovation

TECHNICAL SKILLS

◦Proficient in Microsoft Office Suite including Excel and Powerpoint	◦MacOS	◦Windows OS
◦Social Media Platforms	◦AX remote desktop	◦Verifone POS
◦IMS	◦Skype for Business	◦Ingenico POS
	◦Polycom	◦Adobe Photoshop