**SARAH ALFOUDARI DE LEON**

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**EXECUTIVE SUMMARY**

Motivated and hardworking student pursuing bachelor’s in business administration at University of Central Florida with 7+ years of customer service experience. Proven ability to provide quality customer service, stay organized, adapt to changes, take initiative, and exceed expectations. Aspiring to gain more experience within the construction industry to develop skills and understanding of project management.

**SKILLS**

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| --- | --- |
| * Oral & Written Communication Skills | * Multitasking Skills |
| * Problem Solving Skills | * Analytical Skills |
| * Time Management Skills | * Attention to Detail |

**EDUCATION**

**University of Central Florida** **July 2022**

*Bachelor of Science in Business Administration, Management* Orlando, Fl

**Eastern Florida State College May 2019**

*Associates in Arts* Palm Bay, Fl

**RELATED EXPERIENCE**

**Publix Super Markets, Inc.**  **November 2014 – June 2021**

Customer Service Staff Palm Bay, Fl

* Collaborated customers over phone or in person, by effectively communicating and asking questions to solve problems and ensure customer satisfaction.
* Performed store opening/closing with integrity while balancing safe containing around $70,000
* Worked as a team member performing administrative services, cashier duties, product assistance and cleaning.
* Responsible for training, and coaching front service staff ensuring store policies and procedures.
* Coordinated customer service department with more than 8 associates, delegated assignments and inspected work to ensure accuracy.

**Sourcepoint Mortgage** **August 2019 – July 2020**

Customer Service Representative Palm Bay, Fl

* Utilized web applications as a main tool for servicing accounts, conducting research, updating account information and scheduling follow-up calls and tasks.
* Analyzed escrow shortages of more than $5,000 by seeking information on tax and insurance payments to better understand issues and make adequate recommendations.
* Converted letters, reports and various documents through email utilizing MS Outlook and uploaded incoming documents to corresponding accounts.
* Conducted training meetings for new hires and customized MS Word documents as a job coaching tool.
* Exceeded customer service metrics by providing excellent service and resolution in a timely manner.

**SIGNIFICANT PROJECT(S)**

**UCF App Development – University of Central Florida Current**

* Gather and analyzed location data for fruit trees planted on campus and entered to a database. Created wireframe deliverables for mobile app developers to update UCF app.

**Children’s Miracle Network – Publix Supermarkets, Inc** **June 2018**

* Coordinated fundraiser for the Arnold Palmer Hospital. Organized my team and kept them motivated throughout the fundraising period by accounting for donations, providing daily updates and implementing weekly competitions with rewards. Exceeded given goal of $3,500, by fundraising almost $4,500.