**Shoshana Abrebaya**

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**EXECUTIVE SUMMARY**

Trilingual (English/Spanish/Hebrew) Integrated Business major at the University of Central Florida with years of customer service and sales experience. Success in executing market development projects for specific clients, implementing advertising strategies, and delivering profitable solutions. Well-versed in process improvement from conception to fruition and upselling.

**EDUCATION**

**University of Central Florida**, Orlando, FL **May 2023**

Bachelor of Science in Business Administration, Integrated Business *Minor Degree* in Strategic Communications

**Cumulative GPA**: 3.545 / **Major GPA**: 3.648 / **Minor GPA**: 4.0

**Achievements/Awards:** Deans List Academic Award, Microsoft Certified Application Specialist, Registered Licensed Pharmacy Technician

**PROFESSIONAL EXPERIENCE**

**TJX Companies** – Hollywood, FL **May 2022 – August 2022**

*Merchandise Associate*

* Manage check out process by efficiently ringing up items satisfying approximately 600 rings and 100 customers per hour.
* Maintain customer satisfaction by going the extra mile to track items that were not found by customer, reporting to management, and in turn minimizing rain checks and increasing popular inventory.
* Promoted store credit card to every customer during checkout and helped maintain store credit goals.

**NCSY Judah Fellowship** – Virtual **January 2019 – April 2023**

*Apprenticeship Member*

* Engaged college students with Jewish advocacy and culture.
* Experienced event planning, cold calling for annual donation day, recruitment, and social media marketing.

**Ulta Beauty** – Dania Beach, FL  **May 2021 – July 2021**

*Prestige Beauty Advisor and Retail Associate*

* Promoted store credit card to every customer during checkout and helped maintain store credit goals.
* Provided exceptional experience for all guests by engaging each guest to determine their individual needs, keeping fixtures fully stocked, maintaining overall store cleanliness, and completed tasks as assigned.
* Offered friendly knowledgeable and courteous service. Understood guest service is the top priority and ceased performing tasks while guests were present.

**Student Health Services University of Central Florida** – Orlando, FL **February 2020 – March 2020**

*Pharmacy Technician*

* Provided pharmaceutical services as a Registered Pharmacy Technician under the supervision of a pharmacist and managers.
* Prepared and dispensed drugs and other pharmaceutical supplies cleaned up work areas and dispensing locations.

**ACTIVITIES**

**Volunteer** - Jewish Federation - Broward County, FL  **March 2016 – March 2018**

*Fundraising Consultant*

* Communicated the organization’s mission and maintained positive relationships with potential donors.
* Marketed the organization to lists of potential donors and collected funds upon approval.