

RITA YOUNG

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EDUCATION

BACHELOR OF SCIENCE

Georgia Institute of Technology

2015 - 2020

Literature, Media & Communication
with a concentration in
Interaction Design and Science,
Technology and Culture

SKILLS

Salesforce
Excel
Research
Data Analysis
Adobe Creative Cloud
Graphic Design
Video Editing
PowerPoint
Word
Customer Service

ACTIVITIES

Georgia Tech Earth Day Festival

Spring 2019

Design contest winner

DramaTech Theatre

Summer 2018 - Spring 2019

Assisted with set, lights, & marketing

Georgia Tech Symphony Orchestra

Fall 2015, Fall 2018 - Spring 2019

Section cellist

EXPERIENCE

June 2022 - Present

PAYMENT RELATIONS BUSINESS ANALYST

Fiserv - Alpharetta

- Tracking deal opportunities with acquiring bank partners
- Managing sponsorship expense and other portfolio reporting
- Providing operational support to partners, sales and operations
- Assisting in quarterly business reviews and annual periodic audits

March 2021 - May 2022

SALES ADMINISTRATIVE ASSOCIATE

Fiserv - Alpharetta, Remote

- Identified sales opportunities that resulted in \$453K in TCV
- Ensured accuracy of proposals and agreement requests
- Managed inquiries for client billing history and product terms
- Researched potential renewals for over 300 existing clients

May 2020 - March 2021

FREELANCE MARKETING ASSISTANT

eVestment Private Markets, eVestment - Remote

- Produced print and digital marketing materials
- Fulfilled basic video editing and audio mixing needs

May 2019 - April 2020

MARKETING INTERN

eVestment - Atlanta

- Updated account records for prospects in Salesforce CRM
- Generated reports to analyze activity on shared content
- Created promotional material for industry events
- Developed visual identity of collateral for internal projects

January 2017 - August 2018

PHARMACY TECHNICIAN

Kroger - Alpharetta

- Entered and verified patient information in EasyFill PRN
- Prepared accurate measures of prescribed medications