



## EDUCATION

### **Arizona State University, Tempe, AZ**

August 2016 - May 2021

Major: Communication (BS), minor in Business

Graduation: May 2021

## EXPERIENCE

### **Education at Work: Discover Financial Services, Tempe, AZ**

#### **— Collections Agent**

December 2019 - September 2021

Conduct inbound and outbound collection calls to Discover card customers, address delinquencies, maintain in depth understanding of credit card functions and savings opportunities.

### **Education at Work: Discover Financial Services, Tempe, AZ**

#### **— Account Manager**

November 2018 - December 2019

Make calls to Discover card members and transfer them to the department that can best address their needs. Update contact information and maintain positive front-line relationships with customers.

### **Kumon Math and Reading, Tempe, AZ— Tutor**

October 2017 - November 2018

Tutor children aged 3 - 14 in math and reading concepts. Work alongside the head instructor to monitor progress and achievement of students. Design workload schedule best suited for students' progress.

**H&M, Tempe, AZ — Sales Associate**

May 2016 - August 2016

Help customers decide what pieces best fit their needs, make sales, clean and tidy the warehouse and inventory.

**Kumon Math and Reading, Niles, IL — Data Analyst / Reporter**

November 2013 - May 2015

Enter data i.e. classwork and test grades from approximately 200 students and design classwork and test schedule.

**Activities**

Model United Nations, Arizona State University - Participant, 2018-2019



