

ROZALYN HAGAN

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Hardworking, motivated marketing student with customer relation skills, looking to receive growth opportunities. Over 4 years of management experience, exercising team building and support, promoted 3 times in 12 months due to high performance and organizational impact.

EXPERIENCE

January 2024- Current

Lead Service Specialist, Fitness 19 Gyms.

Promote services & products, follow employee and club metrics, handle routine inbound calls, resolve customer issues, provide critical communications, count & balance cash registers.

February 2023– January 2024

Assistant Manager, ColdStone Creamery.

Manage crew, take orders, scoop/mix ice cream, bag orders, process transactions, prepare food, replenish supplies, clean, dishwashing, count & balance cash register.

OCTOBER 2020 – February 2023

Assistant Manager, Jersey Mike's.

Manage team, take orders, top sandwiches, grill, bag orders, process transactions, prepare menu items, replenish supplies, clean, dishwashing, count & balance cash register, reconcile delivery orders.

EDUCATION

Cal Poly Pomona- Marketing Management

Graduating 2026

Citrus College- Business Administration

3.8 GPA

SKILLS

- Customer service
- Leadership & organization
- Management
- Marketing & promoting