

# Riley Brown

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## EDUCATION

**Wayne State University, Mike Ilitch School of Business**

**Detroit, MI**

Major: Marketing and Finance

Expected Graduation: May 2029

**GPA: 4.0**

**Honors/Awards:** WSU Scholars Award, Michigan Achievement Scholarship

**Certifications:** NFR Foundation Sales and Customer Service

## EXPERIENCE

**Applewood Nursing Center**

**Woodhaven, MI**

*Dietary Aide*

July 2025 – Present

- Collaborate cross-functionally with nursing and kitchen staff to align meal service with individual care plans for **70 plus** patients, prepare and serve **3 meals** a day, and manage all dietary restrictions for **3** different stations all residing more than **25 plus** patients
- Monitor and manage inventory for **over 2,000lbs** of food items, assist with handling and storing food supplies, and collaborate with co-workers to ensure compliance with all health and safety regulations in order to give our patients the most best and secure care
- Executed portion control and waste reduction strategies to uphold operational efficiency that helped decrease food waste by 27%, exercise clear communication and compassion with **100 plus** residents and family members to address preferences for each resident

**Warrior Trade**

**Woodhaven, MI**

*Sales Associate*

September 2024 – June 2025

- Managed cash and digital transactions for over **200 plus** sales, packaged and delivered to in-district customers for **over 100** orders, monitored product inventory for **1,000** different items, aligning **4** different product lines to fit best with our store and target market.
- Executed personalized customer service through in-store interactions, handling phones and email communication in an efficient manner, problem-solved any issues that arose with customers wants or needs in a way that demonstrated my communication skills
- Designed and executed promotional marketing campaigns for **over 20** products, organized **15 plus** pop-up shops, and assisted customers in sales online or in-person ensuring each customer leaves satisfied with the service and their customer service received.

**Subway**

**Flat Rock, MI**

*Junior Manger*

May 2023 – July 2025

- Provided personalized customer service, monitored the cash register, and managed customers' inquiries and food inventory, curated new ways to ensure each customer is beginning to be served in an efficient manner, and decided how to handle customer complaints
- Trained **20 plus** new employees, implemented store promotions and promoted any new products the store was currently offering, and demonstrated strong communications and people skills when conversing with customers to ensure great customer interactions.
- Supervised the restaurant and all employees every shift, ensuring smooth work flow to adhere to company standards, developed staff schedules that aligned with everyone's availability, and conducted regular performance and service reviews for all employees

## LEADERSHIP & PROFESSIONAL DEVELOPMENT

**DECA (International business organization)**

**Woodhaven, MI**

*Member*

September 2023 – May 2025

- Developed strong leadership, marketing, communication, business, and networking skills through hands-on competitive experience
- Competed in business related events, where I created and presented comprehensive sales projects, demonstrating strategic thinking
- State finalist for State Career Development Conference 2024-2025, Finalist for International Career Development Conference 2025

**Other Affiliations:** Financial Management Association and Wayne Women in Business

## OTHER SKILLS & INTERESTS

**Skills:** Microsoft Office 365 (Intermediate), customer service, adaptability, strategic thinking, critical-thinking, collaboration skills, and time management skills

**Interest:** Art, Jazz, Outdoors, Period pieces, and The color yellow.