**Darius Toney** 3628 Bluejay Blvd| Mesquite, TX | [dltoney10@gmail.com](mailto:dltoney10@gmail.com) | 901-230-9804

**EDUCATION**

**University of Arkansas at Little Rock:** Little Rock, AR December 2012

BBA; Concentration in marketing |GPA: 3.74

**EXPERIENCE**

*BSR Trust, LLC Little Rock, AR*

*Leasing Specialist November 2015 – May 2016*

* Conducted apartment tours, answered questions and highlighted selling features and benefits of the property.
* Increased resident satisfactions through formulation of maintenance priority list and improved communication between staff, maintenance, and renters.
* Executed marketing plan including internet ads, print ads and marketing copy to raise property awareness and increase leads.

*Verizon Wireless*  *Little Rock, AR*

***Customer Service Specialist***January 2015-October 2015

* Addressed and resolved all customer issues to ensure first call resolution to decrease call repeats, thus decreases business costs.
* Worked with upper managements and other departments to ensure appropriate changes were made to improve customer satisfaction.
* Facilitated information flow between customer service, upper management, vendors, and account management to meet company objectives and improve business flow.

*Media and More Consulting* Little Rock, AR

**Account Services Coordinator** September 2014-December 2015

* Managed the flow of information between clients, advertising team, and account executives to ensure efficient operations.
* Monitored industry trends pertaining to client’s business interest and utilized the knowledge in succeeding projects.
* Maintained a high level of awareness of client activities through project management and professional communication.

*AmeriCorps* Little Rock, AR

**AmeriCorps Direct Member** June 2014-September 2014

* Coordinated Cooking Matters courses by managing the classroom, securing resources, and supporting participants throughout the duration of the program.
* Worked with community-based agencies to collaborate and expand the reach of the program from local to statewide.
* Recruited and trained culinary and support volunteers to lead Cooking Matters courses.

*Raw Vegan Gourmet* Memphis, TN

**Marketing Intern** November 2012-June 2014

* Developed marketing and branding strategies to engage customers, increase sales, and build company’s brand.
* Coordinated weekly events and outreach programs; created and maintain event and employee scheduling.
* Managed social media sites and designed questionnaires and discussions to gain meaningful insights from participants.

**HIGHLIGHTS**

* MS Office
* Market Research
* Account Management
* Service Oriented
* Account Management
* Customer Service

**HONORS& ACTIVITIES**

* Ambassador for UALR College of Business
* Academic Tutor
* Friday-Stergis Fellowship
* General Electric College to Corporate Participant
* All-star of the Month- Verizon Wireless