

Ariel Murphy

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PROFESSIONAL SUMMARY

Friendly Sales Associate adept at working in diverse retail and customer service environments. Driven to exceed sales goals and build long term relationships with customers. Delivers positive experiences through high-quality customer care.

SKILLS

- Planning and Organization
- Positive and friendly
- People-oriented
- Strong interpersonal skills
- Detail-oriented
- Upselling techniques
- Cash handling and Credit card transactions
- Quick learner

EDUCATION

Fort Lewis College - Durango, CO

Bachelor of Arts, Business Administration - Tourism and Hospitality Management, April 2018

- Graduated Summa Cum Laude (3.93 GPA)
- Dean's List (Fall 2015 - Spring 2018)
- Beta Gamma Sigma Lifelong Member (Top 10% of students in the School of Business)

EXPERIENCE

Relevant Coursework

- Academic Inquiry and Writing
- Management Principles
- Principles of Marketing
- Services Marketing
- Consumer Behavior
- Perspectives International Business
- Strategic Management Capstone
- Intro to Managerial and Financial Accounting
- Principles of Finance
- Management Information Systems
- Business Statistics
- Operations Management
- Business Law and Ethics

Class Experience

BA 495 Strategic Management Capstone 01/2017 to 04/2017

Professor: Michael Valdez

- Involved in the development and building of a simulated multimillion dollar company in which we produced computer chips. Our goal was to compete against those in our class in terms of learning, growth, profit, and returns. In Round 4 Team Andrew scored within the top 10 teams nationwide according to market share (29%), customer awareness (90% or above), profit (\$54 million), return of assets (16%) and sales (14%), equity and stockholder return (\$126 per share).

WORK

CUSTOMER SALES REPRESENTATIVE 05/2017 to 10/2018

Redstone General Store - Redstone, Colorado

- Cultivated a customer-focused shopping environment by greeting and responding to all customers in a friendly manner.
- Answered questions about merchandise and pricing and guided them throughout store.

- Acted as the town Destination Management Organization through actions such as: local tourist guide, town historian, highlighting other businesses in town, and suggesting lodging during peak season.
- Sold various products to customers ranging from speciality coffees, drinks, candy, snacks, baked goods, basic necessities, and souvenirs.
- Highlighted available store products to new customer enticing them into a purchase.
- Maintained relationships and accounts of local customers.
- Answered customer telephone calls promptly and in an appropriate manner.
- Scheduled weekly inventory deliveries and then supervised the handling of the delivery and the stocking of the inventory.
- Processed cash and credit card payments rapidly and accurately.
- Cleaned and organized the store, including: the kitchen, stock room, displays, and outdoor seating area.
- Worked eleven hour shifts three times a week (open-until-close) and seven hours shifts on the weekends and holidays.

COMMERCIAL CLEANER 05/2012 to 10/2018

Magic Shine, LLC. - Carbondale, CO

- Serviced the Roaring Fork Valley by commercially cleaning offices and community centers.
- Adhered to company policies for appearance, thoroughness and facility security.
- Followed standards and procedures to maintain safe work environment.
- Maintained clean, neat and professional entrances.
- Sanitized counter surfaces in working areas,
- Swept, vacuumed, mopped and buffed floors.
- Cleaned restrooms, including toilets, sinks, counters, and mirrors.
- Collected trash and recycling for disposal and replaced bin liners.
- Informed supervisors when supplies were running low and when machines malfunctioned.

LANDSCAPE MAINTENANCE 06/2012 to 09/2015

M&W PROPERTIES, LLC. - Aspen, CO

- Landscape maintenance for the largest commercial Real Estate operator in Aspen, Colorado.
- Responsible for three large plazas including: hanging baskets, built in gardens, decorative table plants, and all walkway planters.
- Planted, watered, fertilized, and pruned from May until September.
- Answered tourists questions about local attractions, activities, travel, and lodging.

VOLUNTEER

DURANGO & SILVERTON RAILROAD - Durango, CO

Project Volunteer (October - December 2017))

- Underwent safety and policy training.
- Unloaded and set-up Pumpkin Patch 2017.
- Decorated and built displays for the Polar Express 2017. Became a Polar Express Elf to entertain the magic of the holidays.
- General holiday decorating at the main station and museum.

ROARING FORK OUTDOOR VOLUNTEERS - Aspen, Basalt, Carbondale, Glenwood Springs, CO

Non-Profit Board Member - 18 months (March 2014- August 2015)

- An organization whose primary focus is promoting Stewardship of public lands by engaging the community in volunteer trail and restoration projects.
- Non-Profit Member on the Board of Directors. Directly involved in the discussion over the scope and operations of the Non-Profit, including: fundraising, marketing, and planning.