

## Shacori Valentine

770-877-1230 – shacori.v@gmail.com

### EDUCATION

**Georgia State University** - Atlanta, GA

Bachelor of Business Administration, Finance

GPA: 3.4, Dean's List

May 2021

### PROFESSIONAL EXPERIENCE

**Sock Fancy**

Account Manager

- Facilitated a supply chain portfolio of 15-25 client accounts to meet in-hand deadlines
- Corresponded with clients to address needs and concerns within 1 business day

September 2019 - Present

**Apple**

Advisor

- Resolved iOS and MacOS software conflicts with an 87% issue resolution rate
- Enhanced *One Apple* customer experience by maintaining a monthly 90% satisfaction rate

May 2018 – November 2019

**Gyro Wraps**

Crew Member

- Monitored cold table orders
- Secured monetary transactions average \$200-\$350 per 6-hour shifts

March 2018 - May 2018

**Chick-Fil-A**

Team Member

- Sustained *Extra Mile* customer service while serving guests
- Secured monetary transactions average \$200-\$350 per 6-hour shifts

August 2017 – October 2018

### LEADERSHIP EXPERIENCE

**Student Alumni Association**

Board Director

- Promoted Georgia State University and enforced traditions across Atlanta Campus
- Planned, executed events and served as an ambassador

October 2019 - Present

### SKILLS:

- Microsoft Office Word, Excel and PowerPoint - Intermediate
- Typing speed of 50 wpm