

# Marvens Chalumeau

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## Profile Summary

Experienced, award-winning business development leader with excellent interpersonal skills and diverse team management. A record of excellence at all levels of an ever-changing retail, education and telecommunications industries. A Subject Matter Expert for product launches to assists teams with simplified training and processes. Attained an Associates of Arts degree at Broward College and completion of Bachelor's of Science in Global Business Administration degree at Troy University.

## Education

- 02/2016 – present • **Bachelor of Business Administration – BBA**  
*Troy University, Dothan, AL*  
Coursework in Leadership and Change, Business Communication, Global Management, Informational Systems, Financial Management, Statistical Data and Analytics in Businesses, Human Resource Development
- 03/2007 – 05/2009 • **Associate of Arts (A.A.)**  
*Broward College, Fort Lauderdale, FL*  
Coursework in Beginner Spanish I and II, Computer Applications, Applied Sciences

## Work experience

- 05/2018 – 08/2018 • **Business Administration Internship**  
*Dothan City Schools, Dothan, Alabama*  
Communicated and presented to Dothan City Schools superintendent and school board members ways to identify school programs, activities, and extracurricular events with media campaign.  
Analyzed marketing and financial data for Dothan City Schools from various departments thus learning the industry's work-environment.  
Initiated district-wide data collection practices with the use of social media app Buffer to easily relay information to community stakeholders' to increase engagement/feedback with community surveys, analytics.  
Contributed in formulating marketing plans, working simultaneously with the web design department on how to promote events to the community and local media outlets.  
Developed a print brochure and creative digital social media campaign and advised district's directors of actions to control public relations.
- 10/2013 – 11/2017 • **Solutions Manager**  
*Verizon Wireless, Dothan, Alabama*  
Motivated 10+ associates to optimize sales performance at 110% quota with goal-oriented diverse team.  
Implemented process improvements for accountability to ensure superior customer experience with Net Promoter Score of store at 82%.  
Communicated daily with team, General Manager and District Manager with reports on customer experience with customer relationship management tools.  
Conducted performance appraisals and corrective action to ensure sales staff met or exceeded goals delegated by General Manager.
- 08/2008 – 10/2013 • **Solutions Specialist**  
*Verizon Wireless, Fort Lauderdale, Florida*  
Assisted with analysis of internal and external billing inquiries to reduce store credits by 12%.  
Maintained relationship and rapport with customers to maintain 81% net promoter  
Self-generating leads and referrals averaged 150% over sales quota use of maximization of marketing promotions.  
Trained and served as a peer coach for new sales associates with easy to use sales promotion guides.  
Utilized solution selling leveraging marketing tools to uncover customer needs, establish value, provide solutions and ensure customer satisfaction.

## Strengths

Resilient

Flexibility

Critical thinking

Cognitive traits



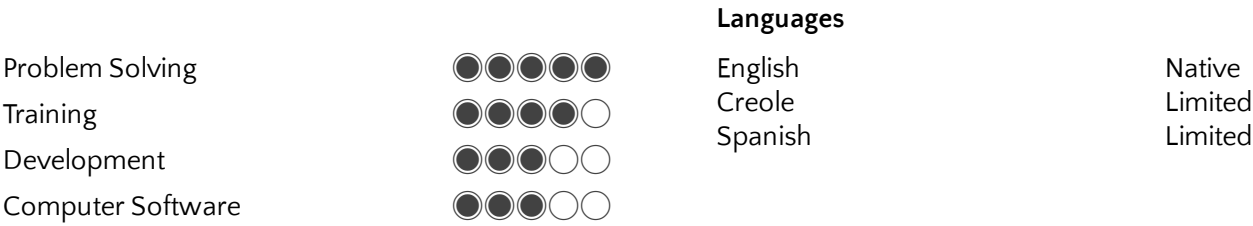
Emotional traits



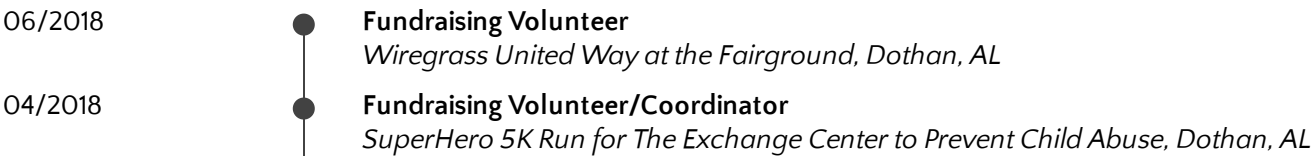
Social traits



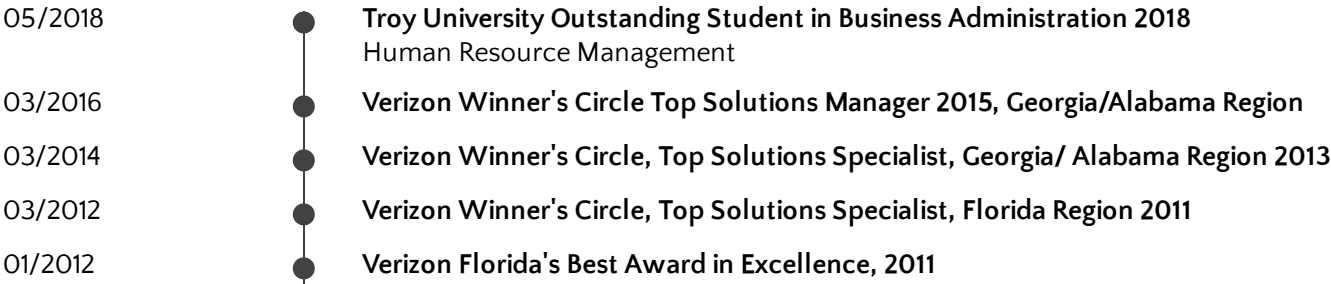
Skills



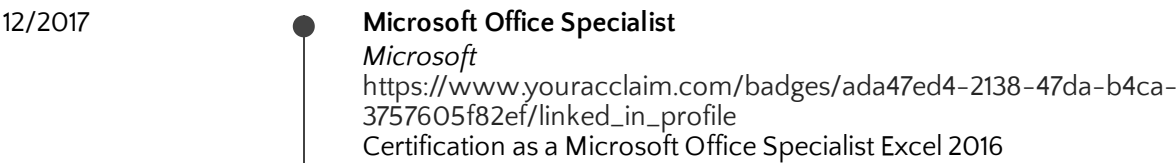
Volunteering



Awards



Certificates



Hobbies



Digital comics collector



Connoisseur of concerts



Avid videogamer