
Profile

Graduating college business senior with an analytical mindset, technical acumen, collaborative approach, and quick learning curve. Recognized for demonstrating a dedicated work ethic, customer focus, and leadership. Ready and eager to apply skills and tools learned from hands-on projects to support decision-making and problem-solving in business by identifying, collecting, and analyzing data to assess trends and forecast results. Planning to work full-time while pursuing an advanced MBA degree part-time. Seeking a position that will allow me to exercise my qualifications to help this company make strategic, data-oriented and financially beneficial decisions.

Education

Western New England University - College of Business, Springfield, MA

Accredited by The Association to Advance Collegiate Schools of Business

Bachelor of Science in Business Administration, expected May 2022

Master of Business Administration, beginning September 2022

Major: Business Analytics and Information Management – Minors: Accounting and Enterprise Resource Planning w/SAP

Cumulative GPA: 3.8 – President's List student – Member Alpha Lambda Delta Honor Society

Simultaneously completing requirements for the following certificates:

- *University Alliance Certificate in SAP*
- *Certificate in SAS*
- *Remote Work Skills Certificate*

Key coursework included: **Project Management, Business Analytics Theory and Management, Applied Data Mining, Multivariate /Big Data Analytics, Statistics, Cost Accounting, Financial Reporting, Business Etiquette & Professionalism**

Key Skills**Technical:**

- **Certified in Microsoft Excel 2019;** extensive knowledge with data visualizations and complex functions
- Experience with SAP, SAS Enterprise Miner, IBM SPSS Statistics, XLMiner, and a basic introduction to MySQL and R

Communication:

- Developed strong communication and problem-solving skills through interactions with customers
- Worked successfully on numerous course project teams and delivered presentations

Financial:

- Experience in money management to maintain accurate cash flow and store deposit records

Leadership:

- Supervised 10-20 employees in a customer service retail setting and handled customer complaints

Experience

Big Y World Class Market

Westfield, MA

Valued employee with increasing levels of responsibilities in various roles during five years of service.

Averaged approximately 20-25 hours/week while attending college full-time.

Customer Service Specialist

May 2021 - Present

- Supervise front-end operations and report directly to management
- Handle and resolve customer complaints following company protocol and policies

Safe Clerk

May 2020 - Present

- Handle cash and utilize an internal database to carry out tasks
- Count, declare and reset contents of POS terminal drawers to ensure accuracy
- Remotely deposit checks, prepare cash deposit, and verify contents of the safes to ensure accurate cash flow

Cashier/Service Clerk Trainer

March 2020 - Present

- Exercise leadership skills to train and guide employees through their roles and responsibilities

Customer Service Clerk (Representative)

January 2020 - Present

- Process Western Union transactions being mindful of fraudulent activity
- Issue money orders, returns/refunds, and rain checks appropriately

Cashier/Service Clerk

October 2017 - Present

- Conduct efficient and organized transactions at POS terminals
- Exhibit professional communication skills with customers

YMCA of Greater Westfield

Westfield, MA

High Ropes Director

Summer 2019

- Actively led groups of youth through various levels of challenging ropes courses, following all safety protocols

Camp Counselor

Summers 2016 - 2018