

Tuffy Titan

Phone Number | Email | City, State | LinkedIn Profile URL

EDUCATION

California State University, Fullerton

Expected: May 20XX

Bachelor of Arts in Business Administration, Marketing

Dean's List: Spring 20XX – Fall 20XX

RELEVANT EXPERIENCE

Marketing Company Name, City, State

Month 20XX – Present

Job Title Promotions Coordinator

- Supervise promotional campaigns through social media (Facebook, Instagram, X) and use analytics to expand customer base by 10% over three months
- Design and implement new training procedures to escalate effectiveness of 2 new staff leading to a 15% increase in customer satisfactions
- Build and maintain relationships with new and returning customers allowing for negotiation of 20 sales contracts
- Cultivate relationships with 5 local radio stations resulting in on-air advertisement for company trade shows and expansion of services within location area

Retail Company Name, City, State

Month 20XX – Month 20XX

Job Title Executive Team Leader

- Led a team of 7 staff and provided orientation, counseling, coaching and on-the-job training aligned with store brand and sales expectations
- Developed relationships with over 1000 customers, vendors, and co-workers by delivering excellent customer service and product knowledge
- Resolved disputes and negotiated positive outcomes for varying complex situations surrounding daily operations
- Rotated through 4 work centers including sales floor, logistics, human resources, and guest experience to get diverse training and analyze operational procedures

ADDITIONAL EXPERIENCE

Restaurant Company Name, City, State

Month 20XX – Month 20XX

Job Title Server

- Trained over 20 servers and cashiers in service operations based on company protocols and training manuals
- Demonstrated high level of service utilizing the "Disney Way" for hundreds of guests daily
- Addressed guest concerns and resolved conflicts in accordance with to Disney's policies and practices
- Collaborated with 3 managers to plan emergency preparedness drills ensuring guest safety

MEMBERSHIPS

American Marketing Association, Member

Month 20XX – Present

- Collaborate with international large chapter to enhance professional development by engaging in weekly networking events and company insight sessions with marketing executives
- Participate in chapter workshops and case discussions centered around the "Beyond Boundaries" initiative, refining skills in strategic marketing, leadership, and professional networking

SKILLS

- Language: Fluent in Spanish (written and oral)
- Computer: MS Office (Word, Excel, PowerPoint), Adobe Photoshop, Canva, Zoom
- Social Media: Instagram, X, TikTok