

Experience

General Manager, Urban Apples (November 2024- Present)

- Managing an email and responding to inquiries pertaining to the business
- Using an app, When I Work, to schedule staff
- Manage 20+ staff members front of house and back of house
- Lead shift supervisor meetings every month
- Take inventory and order supplies every week
- Interact with customers and gain rapport working the day bar
- Planning, running, staffing events
- Setting up reservations

Trade Support Analyst, JP Morgan Chase & CO. (February 2023- November 2024)

- Diligently provided thought-out, informational responses for three different email boxes
- Being proficient the internal systems used frequently on a daily basis, Prism, FIDO, Spectrum, Access to enhance troubleshooting ability
- As requested daily, organizing data into the correct manner, then implementing it into the system providing updates on trading accounts for the desk
- Took on new projects when available and organizing data in excel to streamline for a better workflow
- Collaborated with co-workers to make manual, monotonous tasks into an automated process
- Assisted in team special projects, data pulling for portfolio managers, traders, and investors

Inside Sales Representative, Matic Insurance (February 2022 - July 2022)

- Conduct outbound calls to prospective clients and transfer qualified prospects to licensed insurance agents
- Achieved silver tier consistently for calls, transfers, conversion, and quality
- Built quality rapport with clients over phone and email on the digital funnel team
- Collect necessary data to transfer client to licensed agents

Customer Service Representative, Matic Insurance (July 2022 - February 2023)

- Field inbound communications from current, prior, and prospective clients regarding home and auto insurance policies
- Provide resolutions for insurance policy inquiries with a focus on timeliness, accuracy, and client advocacy
- Increase client retention by providing excellent service via phone, email, and text message

Associate, FunBev Distributing (October 2018 - February 2022)

- Analyze sales reports and data from stock delivery process to streamline delivery operations
- Deliver stock to commercial customers, manage inventory processes on-site, and facilitate B2B sales
- Manage customer relationships to facilitate client satisfaction and drive retention
- Created and implemented improved organizational system utilized in stock management and storage
- Collaborate between sales reps, drivers, and warehouse staff on weekly sales figures and delivery schedules

Education

Capital University (May 2018)

- Bachelors of Science, Exercise Science
- Minor, Psychology

Skills

- Data entry and management
- Task oriented
- Business-to-business sales
- Microsoft, Google Suite, and IOS software, internal programs per business