

EDUCATION**Bachelor of Business Administration, Management, May 2010**

Florida International University, Miami, FL

EXPERIENCE

Watches by Design, Miami, FL

Site/Sales Manager, Oct 2009 – Present

Roles include ecommerce site maintenance, product placement, pricing, sales, customer service, procurement, sourcing, shipping.

- Converted inside sales leads into customers through interpersonal skills
- Communicated with every significant competitor to learn and compare their sales tactics and item pricing to ours
- Prevented fraudulent transactions by conducting background investigations on customers
- Provided customer service for 60 to 100 incoming calls a day

Perfect Timing, Miami, FL

Sales Associate, May 2009 – Oct 2009

Roles included operations, sales, customer service/relations, shipping & receiving, marketing.

- Increased profit margins by increasing turn-around time and modifying the previous system ensuring that more efficient systems were in place for sales, service, and customer relations by creating Excel spreadsheets for CRM and inventory control
- More efficiently updated website with new items by creating a batch process for updates
- Converted exchange rates for international orders
- Ensured that orders were delivered, repairs conducted, and kept customers updated on services
- Entrusted with office key, and with keeping high-value items on person without observation
- Interacted and empathized with stressed and irate clients

United States Marine Corps, Camp Pendleton, CA

Orders Supervisor (Sergeant), Aug 2001 – Aug 2005

Roles included property accounting, budgeting, HAZMAT, warehousing, shipping & receiving, orders, order status monitoring, procurement, data management, reports/reporting, office supervisor, performance reviews, disciplinary action, conflict resolution, delegation, planning, organization, diversity, communication, clerical, forklift, Humvee & 5-ton truck driver, trained in the Marine Corps Martial Arts Program (gray belt), ammunition security, combat security, firearms.

- Received commendation (4th award) for a 99.7% proficient property account
- Meritorious promotion in rank/grade for outstanding performance in duties
- Decreased invalid requisitions by 65% by reconciling orders, thus increasing productivity in a high-priority environment
- Ad-hoc reporting of spreadsheet budgeting data for accounts payable by using specifically designed formulas in excel
- Maintained and updated internal spreadsheet of sourced purchases with 'government purchase card' or through procurement contracts
- Designed and implemented a more effective system for receiving/receipting for incoming gear through better organization
- Received Navy Achievement Medal for superior performance in a billet generally held by a senior supervisor
- Managed four different teams of Marines and leading by example which helped to work more efficiently with the teams
- Accounted for over \$3,000 in purchases daily

OTHER

- **Computers:** MS Word & MS Excel experience, Adobe Photoshop, MS PowerPoint, MS Outlook, MS Frontpage, Dreamweaver, independent computer consulting, knowledge of software development methodology (Visual Basic and C++), ATLAS/SASSY orders system, Interprise Server 2007, Basecamp, engineering/robotics, computer hardware repair, 46 WPM

AFFILIATIONS

- Alpha Epsilon Pi - Class President, Vice President, Pledge Master. Leadership roles included responsibility, directing, recruitment, training.
- President of FIU Real Estate Student Association. Roles included event planning, meeting organizing, team involvement, networking.
- President of the Real Estate Alumni & Affinity Council for the FIU Alumni Association

VOLUNTEERISM

- Oleta River State Park by helping to remove invasive exotic shrubbery
- Delivered food to the needy