

PROFESSIONAL SUMMARY

Travel Coordinator and Marketing Assistant with 5 years of experience in enhancing customer satisfaction and streamlining operations. Skilled in data analysis, communication, time management, and digital marketing, driving efficiency and engagement. Currently advancing academic pursuits in Integrated Marketing Communication, aligning perfectly with professional expertise.

EMPLOYMENT HISTORY

OCT 2022 - PRESENT

Travel Coordinator, Ticket Manager, and Marketing Assistant, MegaCorp Logistics, Wilmington, NC

- Manage and optimize ticketing operations, enhancing accuracy and customer satisfaction.
- Simplify processes, reducing costs and boosting team productivity.
- Streamline travel logistics, increasing efficiency.

OCT 2021 - OCT 2022

Barista, Harris Teeter, Wilmington, NC

- Served customers efficiently in Starbucks, Produce, Floral, and Deli departments, demonstrating versatility.
- Adapted quickly to various tasks, ensuring high-quality service in a dynamic retail environment.
- Demonstrated ability to learn new skills rapidly.

MAY 2019 - SEP 2021

Server, Nori Asian Fusion & Sushi Bar, Wilmington, NC

- Provided exceptional customer service, ensuring satisfaction and repeat business
- Managed multiple tables adeptly, increasing table turnover rate and revenue
- Resolved customer complaints promptly, maintaining a positive dining experience

SKILLS

Data Analysis



Time Management



Communication Skills



Digital Marketing



EDUCATION

AUG 2023 - PRESENT

Masters in Integrated Marketing Communication, University of North Carolina Wilmington, Wilmington, NC

Overall GPA: 4.0

The dedication to academic excellence is matched by a passion for applying cutting-edge marketing strategies in real-world settings. Currently thriving in the coursework, continuously expanding expertise to innovate and drive impactful marketing campaigns.

AUG 2019 - DEC 2022

Bachelor's in Communication, University of North Carolina Wilmington, Wilmington, NC

Overall GPA: 3.4

Majored in Communication Studies with a focus on Integrated Marketing and minored in Business. Thrived academically and gained a strong foundation in communication theories and marketing strategies. The studies provided specialized knowledge and practical skills that are directly relevant to current work, giving the necessary equipment to excel in diverse professional roles and drive impactful marketing initiatives.

AWARDS

Lambda Pi Eta

UNIVERSITY OF NORTH CAROLINA WILMINGTON

As an active member of Lambda Pi Eta, the National Communication Association's official honor society, I engaged deeply with the field of communication, demonstrating academic excellence and a commitment to advancing my understanding of rhetoric and communication theory.

International Baccalaureate Organization

Completed the rigorous International Baccalaureate (IB) program, with a diverse curriculum that included higher-level courses in Biology, History, and English, and standard-level courses in Psychology, Math Studies, and Spanish. The academic focus was complemented by an Extended Essay (EE) exploring the impact of invasive technology on the development of paranoid personality disorders in adolescence. This experience honed critical thinking, research, and analytical skills, providing a solid foundation for a continued academic and professional growth.