



[Student Name Redacted]

[Student Phone, Email, and Address Redacted]

## Statement

Experienced Operations Analyst with a demonstrated history of working in the financial services and technology industries. Skilled in OS X, Microsoft Windows/Office, Sales, Retail, Communication, Management and Team Building. Strong business development professional with Bachelor of Science (B.S.) studies focused in Organizational Psychology from the University of Central Florida.

## Experience

Operations Analyst, Willis Towers Watson, BOSTON, MA — 08/2016-PRESENT

- Working directly with our consultants on a variety of client deliverables
- Providing advanced level support in the full Microsoft Suite, specifically Word, PowerPoint and Excel
- Supporting the development of client documents including presentations and contracts in PowerPoint, Word and other written documentation/communication
- Ensuring quality control/proofreading/editing
- Participating in team meetings and supporting the capturing and completion of next steps and action items
- Increasing efficiency by identifying ways to improve processes
- Building strong relationships with clients particularly administrative support; serve our clients in a professional and collaborative manner

Office and Facilities Manager, Mobius Executive Leadership, NEWTON, MA — 08/2016-PRESENT

- Maintained departmental files and performs record-keeping duties. Set up and maintain various hard-copy document and client files, records, bios, reports and correspondence.
- Received, sorted and forwarded incoming mail. Maintained routes and publications.
- Print, copied and compiled data including records, reports, charts, handouts, etc...
- Collated and disseminated materials such as meeting materials, marketing and mailings.
- Maintained office equipment by completing preventative maintenance; troubleshooting failures; scheduling vendors; monitoring all equipment functionality
- Primary vendor contact; coordination of all in house operations, meetings, orders, pick-ups and, deliveries
- Supported Director of Operations in HR and IT capacities for duties such as; new-hire on-boarding, office space set-up, technical infrastructure, maintenance scheduling, etc...
- Directly supported CEO's scheduling, travel and accommodation booking needs

ACCOUNT MANAGER/SALES LEAD, APPLE, INC., CAMBRIDGE, MA — 2011-2016

- Set standards for Apple's unique style of service through words and actions; Led region of 10K+ employees in customer promoter score
- Created and deployed corporate training materials
- Organized and scheduled market wide and store meetings
- Earned Store leadership experiences
- Trained and mentored high successful sales teams; Leading to promotion to Account Manager
- Built customer loyalty through personal management of 54 active business accounts
- Engaged businesses and built successful technological infrastructures with large company profiles by introducing Apple solutions, technology, and services to business customers
- Adapted tone, advice and recommendations for a vast array of small to medium scale business; Establishing leasing and terms agreements for large scale clients
- Data entry and management; organized information packets for upcoming large scale briefings and deployments for immediate and corporate supervisors as well as clientele
- Heavy calendar management for direct supervisor and market coordinators
- Acted as "gatekeeper" for immediate supervisors

## Education

Bachelor of Science; Organizational Psychology; University of Central Florida; April 2018