

Tuffy Titan Jr

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EDUCATION

California State University, Fullerton

May 2024

Bachelor of Arts in Business Administration, Marketing

Dean's List: Spring 2021 – Fall 2022

RELEVANT EXPERIENCE

Marketing Company Name, City, CA

September 2023 – Present

Sample Job Title Promotions Coordinator

- Supervise promotional campaigns through social media (Facebook, Instagram, Twitter) 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 advertisements for company trade shows and expansion of services within location area

Retail Company Name, City, CA

June 2023 – August 2023

Sample 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
- Acted as a leader on duty by responding to guest and team member concerns, as well as opening and store closing and ensuring all Target property and personnel were secured
- Responded to guest and team member concerns in a professional manner to maintain a cohesive team and positive work environment
- 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, CA

March 2021 – May 2023

Sample 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

September 2022 – Present

Finance Association, Treasurer

January 2021 – December 2022

SKILLS

Marketing Technology: Advanced proficiency in Facebook, Instagram, Twitter, and Adobe Photoshop

Language: Fluent in Spanish (written and oral)