

# Flame D. Dragon

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Cortland, NY 13045

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## Education

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State University of New York at Cortland, Cortland, NY

### Bachelor of Science in Economics

May 2023

- Minor: Political Economy and Public Policy
- GPA 3.7/4.0
- Dean's List, Spring 2022

Tompkins Cortland Community College, Dryden, NY

### Associate of Applied Science in Paralegal Studies

December 2017

- GPA 3.0

## Relevant Experience

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Blue State Coffee, Boston, MA

May 2019 - April 2020

### General Manager

- Managed 20 team members, hiring, onboarding, and training for direct customer support
- Devised Covid-19 shutdown policy and corporate language for public communications
- Independently learned and facilitated ordering, financial management, and worked with corporate partners to assess philanthropic ventures
- Increased customer interaction by 7.6% through the implementation of a free compost pickup location within the store

The Law Offices of Michael Edmond Lane, Dryden, NY

May 2016 - August 2017

### Paralegal

- Organized and consolidated over 1,300 files into an electronic filing system
- Researched legal policies and summarized for Attorney Lane
- Managed client acquisition and property transactions with minimal supervision

## Additional Experience

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Maxie's Supper Club, Ithaca, NY

September 2021- February 2022

### Host

- Facilitated and provided customer-centered communications with both clientele and colleagues
- Implemented onboarding procedures for new team members for quick integration with the team
- Designed Covid-19 safety plan and communication policies for public and staff safety
- Demonstrated daily problem-solving skills in a fast-paced restaurant environment

## Relevant Coursework

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State University of New York Cortland

Fall 2022

### Corporate Finance

- In-depth knowledge of corporate and individual tax structure, financial statements, and balance sheets
- Practiced in applying best practice metrics for the evaluation of business health within an industry or market sector

### Computer Applications in Economics and Management

- Performed in-depth analysis of case studies and recommended effective courses of action based on data and research
- Communicated and presented research and data in a precise and professional manner