

# DRAGON PERSON

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## EDUCATION

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### State University of New York at Cortland, Cortland, NY

*Bachelor of Science in Business Economics, Minor in Computer Applications*

*December 2024*

Overall GPA: 3.48

- Dean's List: Spring 2023, Spring 2024
- President's List: Fall 2024

## RELEVANT EXPERIENCE

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### Teachers Federal Credit Union, Hauppauge, NY

*Call Center Representative, Summer 2024*

- Responded to approximately 64 calls per-day to solve customers' issues related to their account using MyTelConnect
- Identified each customer complaint to direct the client to the correct department to resolve issues
- Communicated with different departments to ensure client issues are resolved in a timely manner
- Developed and maintained accurate information of each call and resolution, documenting notes using Salesforce
- Attended bi-weekly meeting to discuss departmental goals and strategies for improving the organization

### CVS Pharmacy, East Northport NY

*Shift Supervisor, January - August 2023*

- Supervised cashiers during each shift to ensure accurate task completion
- Performed daily closing procedures such as counting each register, finalizing inventory and locking the store
- Audited the inventory of five different aisles within the store to ensure detailed information is reported to corporate
- Handled multiple tasks at once such as resolving customer complaints, organizing and filling cash registers and helping store employees

### SUNY Computer Applications Program, Cortland, NY

*Teacher Assistant, January - May 2022*

- Conducted accurate 3D printing models for students' assignments to maintain accurate printing and ensure device safety
- Facilitated weekly meetings with professor to learn 3D printing hardware and software operating systems

### CVS Pharmacy, East Northport NY

*Cashier/Sales Associate, June - December 2022*

- Facilitated safe transactions for each customer to maintain accurate cashflow within the store
- Maintained knowledge of weekly ads, promotions, and other advertised specials to accurately market sales
- Organized shelves to maintain the new products coming in for each upcoming sale

## EXTRACURRICULAR ACTIVITIES

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### SUNY Cortland Men's Ultimate Frisbee Club, Cortland, NY

*Member, September 2023 - May 2024*

- Participated in daily practice routines to build teamwork to improve game day performance
- Coordinated game day travel with team members and e-board to ensure team was present for games

## SKILLS AND CERTIFICATIONS

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- Dale Carnegie Communications and Human Relations Certificate *February 2024*
- Bloomberg Market Concepts Core Concepts Certificate: Bloomberg Terminal *December 2023*
- Proficient computer skills in Microsoft Word, PowerPoint, & Excel
- Proficient in Python Programming