



DIAMOND ENGLISH

I am a retail & customer service professional with over 15 years of experience, having graduated from The Art Institute of Virginia Beach with a Bachelor of Arts Degree in Retail/Fashion Marketing & Management. Some of the talents I have include retail aesthetics and merchandising, business ownership & operations, management & training abilities, fashion styling & writing, social media marketing, & inventory control.

I learned call center, retail banking, & health benefit administration skills while working in numerous professions over the years. I am currently looking for a position where I can apply my customer service, creativity, management, and people abilities.

EDUCATION

Bachelor's Degree
Art Institute of VA Beach | 2013 – 2016

Licensed Nail Technician/Manicurist
Rizzieri Aveda School | 2023

CONTACT

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WORK EXPERIENCE

Business Owner

The Pretty Posse Co. | Nov. 2020- Now

- Graphics & logos, captivating social media posts with imagery & call to action captions
- Assure client satisfaction not only with the goods but to build long-term connections
- Interaction on social media platforms such as Instagram, Facebook, Twitter, Pinterest, & Tiktok.
- Time management for placing orders, gathering customer information, accepting payment, & distribution.
- Photoshoot, campaign, & model/talent director and organization
- Website design (Shopify) and upkeep on a regular basis.
- Marketing the brand using a variety of marketing tactics, including online, vendor events, trade fairs, & email/text marketing.
- Control and management of buying and inventories
- Logistics for packaging, shipping, & delivery, including in-person pickups

Full Service Personal Shopper

Instacart | Aug. 2018 - Aug 2022

- Communicated with customer to check order clarity; shopped at additional stores as needed.
- Cultivated tight ties and devoted consumers by going above & above, such as no-contact delivery or assisting elderly customers with grocery storage.
- Satisfied customers by providing prompt, correct service within tight timeframes.
- Maintained positive connections with grocery store employees by remaining professional & friendly at all times.
- Maintained accurate inventory data in order to best meet client needs & provide alternatives to various products or supplies.
- Increased hourly pay by planning efficient routes & coordinating shopping trips.
- Carefully followed application instructions & double-checked deliveries to reduce errors.

Employee Benefits Specialist

USAA| Sep 2019 - Mar 2020

- Provide plan provisions to participants in two or more of the following areas: health & welfare plans, retirement plans, employee development, payroll, & other HR programs.
- Inform consumers about COBRA, Medicare, & Medicaid.
- Responds to client-specific enquiries via many channels, including phone (inbound and outbound) & web correspondence (emails, live chat).
- With limited supervision, complete transaction(s) relating to the customer's enquiry while achieving timeliness and accuracy standards.
- Keep detailed notes in the case management system for every calls.
- -Follow call center metrics and standards within the parameters of approved procedures.
- Comply with HIPAA & confidentiality rules.

Banking Specialist/Brand Ambassador

TD Bank| Jan 2018 - Aug 2019

- Onboarding, development and training of new hires as a TD Bank brand ambassadors
- Increases client comprehension of financial goals and needs.
- Evaluates customer information and recommends relevant product and service solutions, as well as closing sales
- Accountable for meeting or exceeding defined individual and team sales targets.
- Processes account balance or transfer requests, stop payment orders, open/close accounts, check orders, online banking issues, changes of address, and other similar customer requests or authorizations.
- Performs a variety of typical daily responsibilities, such as reviewing reports and preparing correspondence, as well as participating in special department projects.

SKILLS

- Multi Channel Customer Service
 - P2P, Phone, Email, Chat, Social Platforms
- Retail Sales
 - Fashion, Banking, Healthcare
- Management/Leadership
- Brand Awareness
- Social media management
- Marketing Strategy
- Fashion Styling
- Inventory Control
- Communication
- Employee Training