

Quaylun Williams

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EXPERIENCE

Google, remote — *Business Marketing Intern*

May 2020 - August 2020

- worked hands on in the marketing department learning new and innovative ways to concur business plans and business structure.
- Conducted in-depth market research on the business field and the demographics of potential clientele.
- running surveys, holding focus groups, and researching SO and public data.
- Assists in performing routine office and technical work to support the administration or operation of the programs of the assigned division.
- Assists division members with a variety of special projects assigned.
- Learn and become proficient on internal software systems.
- Accepts designated, business-focus projects to research, propose ideas and solutions, and present final project during the internship.

Verizon Wireless, remote — *Customer Service Department*

May 2021 - January 2021

- Answer inquiries by clarifying desired information by researching, locating, and providing information.
- Resolve problems by clarifying issues, researching and exploring answers and alternative solutions, implementing solutions, and escalating unresolved problems.
- Fulfill requests by clarifying desired information; completing transactions, and forwarding requests.
- Sell additional services by recognizing opportunities to up-sell accounts, and explain new features .
- Maintain call center databases by entering valuable information.
- Enhance organization reputation by accepting ownership for accomplishing new and different requests, and exploring opportunities to add value to job accomplishments.

TECHNICAL & INTERPERSONAL SKILLS

Customer Service
Business Analysis
Google Analytics
Communication Skills
Market Research
Digital Marketing
Business Management
Retail Management
Microsoft Word
Microsoft Excel
Error Detection & Problem Solving
Strong verbal, written, and non-verbal communication
Budget Management & Cost Control

Relevant Course Work

Business Communications
Financial Management
Organizational Behavior
Production Management
Marketing Management
Human Resource Management
Business information Systems
Marketing Research

The Vitamine Shoppe, Atlanta, Ga — *Assistant Manager*

February 2022- September 2023

- implement workflow procedures based on direction from the company's General Manager.
- supervising employees during day-to-day tasks. providing customer support in escalated situations and managing the overall workflow of a workplace.
- Schedule and coordinate meetings.
- Conduct employee performance reviews.
- Participate in recruitment and dismissal processes.
- Develop strategies for better workplace efficiency and goal achievement.
- Help with monitoring and tracking operating costs, budgets and resources.
- Devise and set up objectives to boost company productivity.
- Creating reports, analyzing, interpreting and presenting data.
- Providing training to employees

EDUCATION

Alcorn State University, Lorman, Ms — *Business Administration / Marketing*

August 2017 - December 2021

Cumulative GPA : 3.4