

PROFESSIONAL WORK EXPERIENCE

Quality Analyst – PNC Bank

Pittsburgh, PA

January 2019-Present

- Supports the development and continuous improvement of the quality management system through validation
- Generates reports for distribution to various users in the organization, customers, or suppliers
- Participates in supplier quality improvement initiatives; works with suppliers to develop and improve incoming quality levels
- Conducts quality analysis; identifies systemic issues, facilitates effective root cause analysis and corrective actions
- Provides conclusions and recommendations for issues and/or continuous improvement projects

Sales Associate – PG+H

Pittsburgh, PA

October 2018-April 2019

- Provided excellent customer service
- Opened and closed store daily
- General store cleaning, restocking and straightening products
- Curated a Makers portfolio with their available products

Implementation Associate – PNC Bank

Pittsburgh, PA

July 2017-January 2019

- Implemented and maintained standard new products and services for clients
- Analyzed, assessed, and documented client requirements, while adhering to established processes and procedures
- Verified implementation work done by other team members and managed multiple implementations simultaneously

Consumer Support Associate – PNC Bank

Pittsburgh, PA

May 2016-July 2017

- Achieved success in effective collection of delinquent indirect loan accounts to minimize losses to the bank
- Counseled customers regarding financial alternatives or credit issues
- Adhered to current regulatory and risk environment; complied to all policies and procedures

Office Administrator – O2 Digital Creative Agency

Pittsburgh, PA

July 2015-March 2016

- Managed employees' time schedules, maintained client relationships, and assisted with administrative tasks
- Established a social media presence on Facebook, implemented a monthly Google Analytics campaign, and initiated internal project proposals

Press Office Intern – PennDOT

Bridgeville, PA

May 2014-Aug. 2014 & Dec. 2014-Jan. 2015

- Assisted the Press Officer and Safety Press Officer in writing press releases, maintenance schedules, and legislative patching reports
- Developed tweets for @511PAPittsburgh and programmed them to HootSuite
- Reinforced the creation of an employee database

Sales Associate – Panera Bread

Pittsburgh, PA

June 2010-Dec. 2012

- Benefitted diverse customer audience with knowledge on products and
- Organized money and display shelves, responsibly conducted phone calls, and aided store closures

EDUCATION

Slippery Rock University of Pennsylvania

Bachelor of Science in Communication:

Public Relations

Philosophy Minor

Graduation: May 2015

Cumulative GPA: 3.4

KEY SKILLS

Technical Skills

- Data Analysis
- Microsoft Office Suite
- Adobe Photoshop & InDesign
- Social Media
- Google Analytics
- Writing

Non-Technical Skills

- Adaptable & Open-Minded
- Written & Verbal Communication
- Multi-tasking & Time Management
- Responsible & Organized & Self-Motivated
- Hardworking & Efficient
- Decision Making & Problem Solving
- Quick Learner & Continuous Learning
- Leadership & Teamwork
- Customer Service & Support
- Ability to Work Well Under Pressure

VOLUNTEER EXPERIENCE

- Treasures for Children
December 2017 & 2018
- United Way – Games for Good
October 2018
- Grow Up Great
August 2018
- Grow Up Great – Book Drive
March 2017, April 2019
- Our Lady of Grace Parish Festival and Lenten Fish Fry
Summer 2011-2018 & Spring 2011-2017
- Carebreak Participant – Amizade (Global Service Learning)
January 2015

ORGANIZATION INVOLVEMENT

PRSSA/Public Relations Society of America (PRSA)

Spring 2013/Spring 2016-Present

Delta Zeta Sorority

Spring 2012-Spring 2015

- Participated in a variety of community service projects, such as:
 - Adopt a Highway
 - Relay for Life
 - Up to Two for St. Jude's
 - Benefit events towards the Painted Turtle Camp and the Starkey Hearing Foundation
- Served as LAMP (Delta Zeta magazine)/ Webmaster (managing chapter website and Twitter social media updates) Spring 2012-Spring 2014

Lambda Pi Eta

Fall 2013-Spring 2015

- Organized a coordinate assessment project for the communication department of SRU
- Formalized the Advisory Board Reception event in Spring 2014 and 2015
- Served as President for the 2014-2015 school year
- Developed and delegated programs/events to enhance SRU students' experience

Student Advisory Board (College of Business, Information and Social Sciences)

Fall 2014-Spring 2015

- Represented Communication majors by providing input while discussing ways to better the College of BISS

REFERENCES

Available upon request