

Natalie Wong

Tampa, FL

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EDUCATION

The University of Tampa

Bachelor of Science in Business Marketing

Tampa School of Real Estate

63 Hour Sales Associate Pre-Licensing

Tampa, FL

December 2022

Tampa, FL

September 2023

WORK EXPERIENCE

Barry's Bootcamp

Front Desk Staff

Tampa, FL

January 2023 – April 2023

- Greeted 150+ clients per shift and responded to guest inquires, requests, and issues to resolve customer concerns
- Successfully worked with management and peers to ensure the gym was cleaned, sterilized, and organized for patrons

SoulCycle

Keyholder/Manager on Duty

Tampa, FL

May 2022 – August 2022

- Increased customer satisfaction by assisting 60+ clients per shift with any concerns regarding schedules, rides, or transactions
- Consistently communicated with the management team and staff to maintain a functioning studio, increasing profits by 10% within 3 months
- Provided support for both higher management and part-time staff resulting in a nurturing work environment

Social Media Manager

May 2022 – August 2022

- Created social content that was up to date with current trends for the studio Instagram to boost engagement and followers
- Monitored brand-related mentions on social media to attract a larger audience and large brands like Alani Nu

Studio Crew

February 2022 – May 2022

- Provided high-level customer service to over 40 clients per shift to ensure all needs were being met
- Maintained up-to-date knowledge of company policies and standards to answer any customer questions
- Worked cohesively as a team to consistently clean, prep, and prepare the studio for the customers

CW3RET DBA EEC Solutions

Social Media and Government Marketing Intern

Haines City, FL

May 2022 – August 2022

- Developed new marketing plans and social media campaigns based on research and data analyzation resulting in a 67% increase in consumer engagement
- Created effective blogposts, social media content, and presentations which resulted in 15 new clients
- Organized 20+ internal and external meetings by preparing presentations, booklets, and videos

White Whale Solutions

Marketing Intern

Tampa, FL

September 2021 – December 2021

- Collected and analyzed data on relevant topics to create promo table content resulting in improved marketing tactics for 20+ clients
- Organized summit meetings for the CEO, employees, and clients by designing presentations, brochures, and arranging conference locations
- Managed retail inventory, delivered orders, and resolved shipment issues to meet client needs

Abercrombie & Fitch

Brand Representative

Tampa, FL

February 2021 – August 2021

- Actively greeted and engaged with approximately 60 customers per shift to provide great customer experience
- Provided product information, recommendations, and substitutes to customers, increasing customer satisfaction to 90%
- Assisted with customer transactions including in-store and online purchases, returns, exchanges, and in-store pickups
- Unloaded shipment and arranged merchandise to maintain an appealing store floor

ACCOMPLISHMENTS

HubSpot Inbound Certification, Recipient

May 2022-June 2024

HubSpot Social Media Marketing Certification, Recipient

May 2022-June 2024

HubSpot Inbound Sales Certification, Recipient

April 2022-May 2024

Presidential Gold Service Award, Recipient

June 2019

Service and Citizenship Award, Recipient

June 2019

SKILLS

- Proficient in Microsoft Office
- Some Data Analytics
- Canva: Graphic Design, Content Creation
- Web Design: Wix
- HubSpot Certified
- Google Ads Certified