

Natalie Wong

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EDUCATION

The University of Tampa, John Sykes School of Business

Bachelor of Science in Business Marketing

Tampa, FL

Expected Graduation Date: May 2023

WORK EXPERIENCE

White Whale Solutions

Marketing Intern

Tampa, FL

September 2021 – December 2021

- Collected and analyzed data on relevant topics to strengthen marketing tactics for over 20 clients by using research to create promo table content
- Arranged summit meetings for over 40 employees, CEO, and clients by designing presentations, brochures, and organizing conference locations
- Managed retail inventory, mailed items to clients, and efficiently dealt with shipment issues to ensure 100% customer satisfaction

Abercrombie & Fitch

Brand Representative

Tampa, FL

February 2021 – August 2021

- Actively greeted and engaged with approximately 60 customers per shift which resulted in better customer relationships
- Provided product information, recommendations, and substitutes to consumers by using brand knowledge, leading to 90% customer satisfaction
- Assisted with customer transactions of over \$10,000 a day including in-store and online purchases, returns, exchanges, and in-store pickups
- Unloaded shipment and arranged merchandise on the floor to maintain an appealing store floor while ensuring 100% of company standards were met

Addison Bay

College Brand Ambassador

Philadelphia, PA

March 2019 – September 2019

- Promoted merchandise by posting pictures on Instagram, which increased brand awareness and attracted new clientele
- Provided fitness brand knowledge to over 40 shoppers who had questions related to product fit and size, as well as recommendations

Ralph's Italian Ices

Salesperson

Great Neck, NY

July 2018 – March 2019

- Assisted approximately 30 customers per shift by fulfilling patron orders, and answering questions related to product flavors, preferences, and recommendations
- Maintained a visually appealing store by cleaning appliances and arranging seating for customers to uphold 100% of FDA Food Code guidelines
- Reviewed and kept track of inventory by restocking and arranging products

VOLUNTEER EXPERIENCE

Hunger Corp.

PR Volunteer

El Dorado, PR

July 2018

- Collaborated with a team of 15 volunteers by consistently communicating our tasks and responsibilities
- Contributed to demolishing homes that were damaged from Hurricane Maria
- Assisted in the construction of 2 homes for local families that were affected by the hurricane

Manhasset High School

CAPP Volunteer

Manhasset, NY

February 2017 – June 2019

- Assisted middle school and high school students, who have autism, by working with them on building their social skills
- Volunteered three times a week for a total of 6 hours a week
- Interacted with approximately 10 students each week by communicating and using different methods to strengthen their life skills

AWARDS

Presidential Gold Service Award, Recipient

June 2019

Service and Citizenship Award, Recipient

June 2019

SKILLS

- Proficient in Microsoft Office
- Basic Canva knowledge
- Some data analytics
- 3 years in customer service