

Collat Management

1150 10th Ave. South
Birmingham, AL

Phone: (205) 929-1000
mark@uab.edu

Profile

- Skilled customer service representative with four years of experience. Received 95% favorable customer ratings in customer retention.
- Led a team in specific business programs in the areas of sales, corporate management, and marketing.

Education

University of Alabama at Birmingham
Bachelor of Science Degree in Management

- **GPA 3.3/4.0**

April 2020

Employment Experience

Birmingham Coca Cola

Birmingham, AL

Brand Ambassador Trainee (May 2018- Present)

- Assist the Retail Sales Representatives in scheduling, managing, marketing, promoting, and executing local demonstration events
- Perform daily cycle count for the plant and return raw materials when production order is complete
- Co-assist purchasing manager to determine supplies needed, receive supplies, and maintain cleanliness and organization of the plant
- Coordinate coffee in all packages, carton tea in all packages, and ready to drink products for customers

Red Diamond

Birmingham, AL

Management Trainee (May 2017 – December 2017)

- Planned and streamlined project planning strategies for retail stores
- Researched marketing materials to promote services in rural and urban communities
- Coordinate tasting events on college campuses to increase sales
- Introduced the latest flavors and promotional items through local newspaper aids and social media
- Built a social media platform to engage followers to purchase products
- Collected survey data from corporate partners on the company services and customer service

Budget

Montgomery, AL

Driver (June 2017 – August 2017)

- Kept appropriate paperwork of vehicles on file for management review
- Transported vehicles to various vendors, dealerships, and provided hotel and airport transportation
- Supported a team environment by assisting drivers and/or other branches when needed

Leadership Experience

Rural Education and Community Health Association

(August 2017 – April 2018)

- Increased awareness of health disparities presented in rural communities of the United States of America
- Helped eliminate these disparities by participating in health centered service activities for these communities
- Mentored youth as a means to promote self-confidence and academic achievement