

Sophia Conti
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Education

University of Maryland

Majors: Marketing and Management
Current GPA: 3.723/4.0

College Park, MD

Expected: May 2024

Work Experience

Pepsico - Orlando, FL

Sales Management Intern

May 2023-August 2023

- Shadowed the process of selling displays and gaining more space in grocery stores by using The Pepsico Way
- Grew the Orlando Zone's Precision Ordering percentage by 25% in Walmart, the biggest account
- Worked with the frontline stocking shelves and creating displays, while focusing on the assigned project of Precision Ordering

Walt Disney World Resort - Orlando, FL

College Program Participant - DAK Asia Operations

August 2022-January 2023

- Achieved quality customer service by greeting, directing and aiding 30,000 guests on a daily basis while also applying Disney's Five Keys, with the Safety Key at the highest priority
- Recognized weekly by guests and higher level cast members for creating a memorable experience, displaying the Five Keys, and going beyond the standard requirements
- Participated in multiple seminars focusing on networking, personal finance, marketing, etc.

Red Robin - Hamilton, NJ (Seasonal Job)

Waitress

May 2021-January 2023

- Served 5-6 tables per night with 40+ guests in that section at a time
- Helped the staff produce and deliver food to tables by making sure not only my section has their food but so do the other sections
- Memorized dinner and alcohol menu to assist customers with questions regarding menu items
- Focused on customers wants and dietary needs by open communication with the kitchen and customers

University of Maryland - College Park, MD (College Job)

Teacher's Assistant - UNIV108

January 2022-May 2022

- Designed presentations about half of the key course concepts and present them to a class of 18 students
- Assisted the instructor by grading 50% of the assignments, which range from resumes, cover letters, mock interviews, etc.
- Maintained up to date course knowledge that the students are required to ask about

College Park Diner - College Park, MD

Waitress

August 2020-May 2022

- Greeted, seated, and served customers in a section of five tables
- Enjoyed providing exceptional customer service and personal touches with the guest
- Assisted at the register by computing their bill in the system when ready to exit and calculating the correct tips

Leadership Experience

American Marketing Association - College Park, MD

Bronze Member

September 2021-Present

- Participate in weekly meetings to discuss upcoming events hosted at the University of Maryland
- Attend lectures given from marketing professionals to learn more about the major and the careers it can lead to

Alpha Chi Omega Social Sorority - College Park, MD

Chapter Relations Standards Board (CRSB) Chair

August 2021-May 2022

- Participated in regular scheduled meetings to discuss Alpha Chi Omega members' actions and if it is approvable by the chapter's standards
- Reported to the Committee President when a fellow member is acting inappropriately to the chapter's guidelines
- Made executive decisions on the people who are sent to the Standards Board, and decide the course of action