

# Dion

Miami, FL

## Summary

Energetic and optimistic customer service representative with over 3 years of professional experience assisting customers in solving complex issues. Through my proven customer support skills, I am keen to help FunctionalGames Apparel become a market leader. I have helped increase customer sales and retention.

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## Education

### Sports Management

Plymouth, NH

12/2022

Bachelor of science in sports management

Certificate in Professional Sales

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## Experience

### Deckhand/First Mate

• Miami, FL

11/2023 - Present

- Supervise daily dock operations to ensure efficient cargo handling and storage.
- Coordinate the scheduling of incoming and outgoing shipments.
- Oversee the loading and unloading of vessels, ensuring proper handling of goods.
- Conduct regular inspections of dock equipment and facilities to ensure safety standards are met.
- Maintain accurate records of cargo movements and inventory levels.
- Collaborate with logistics teams to optimize shipping processes and resolve any issues that arise.
- Train and mentor dock staff on safety protocols and operational procedures.
- Ensure compliance with all local, state, and federal regulations related to dock operations.

### Jet Ski Coordinator

• Miami, FL

08/2022 - 10/2023

- Conducting instructional classes for guests in various activities such as jet ski and flyboard rules, and operations before their rental.
- Providing a safe and supportive environment for guests at all times.
- Teaching proper techniques and skills related to the specific activity.
- Monitoring and managing guests at all times during water sports activities.
- Ensuring equipment and facilities are clean and in good working condition.

### Executive Intern

• Camden, NJ

08/2020 - 05/2022

- Customer relationship management
- Plan & Execute social media campaigns
- Research & Develop product launches
- Local, regional & international sourcing
- Managed vendor relations
- Develop budgets & modeling
- Analyze, Assess & Create research reports

- Analyze, Assess & Create research reports
  - Developed shipping & receiving protocols
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## **Skills**

Time Management, Leadership Experience, Customer Relationship Management, Relationship Management, Problem Resolution