

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.

Education

Sports Management

Plymouth, NH

12/2022

Bachelor of science in sports management

Certificate in Professional Sales

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.
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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
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- 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