

# Shanaya W. Williams

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**OBJECTIVE:** To obtain an entry-level position in Marketing with an emphasis in brand management.

**EDUCATION:** TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA  
***Bachelor of Business Administration, Graduation: May 2015***  
***Major: Marketing***  
GPA: 3.59 | Dean's List, Fall 2013

EAST STROUDSBURG UNIVERSITY, East Stroudsburg, PA  
***Bachelor of Science in Media Communication and Technology***  
***Major: Media Communication, Attended: Fall 2010 – 2012***  
GPA: 3.99 | Dean's List, Fall 2010 – 2012

## ACTIVITIES & AWARDS:

- Student Life Editor, Templar Annual Yearbook, 2013
- Recipient, Media Communication and Technology Scholarship, Fall 2011 – 2012

**EXPERIENCE:** MOUNT AIRY CASINO RESORT, Mount Pocono, PA  
**Front Desk Lead** August 2009 – January 2013

- Provided customer service in a AAA 4-Diamond, 188 room casino resort.
- Started as a Front Desk Agent in August 2009, promoted to Front Desk Lead in March 2010.
- Supervised 4 employees daily and trained new hires on company policy and procedures.

REEBOK, Tannersville, PA July 2008 – August 2009  
**Sales Associate**

- Provided customer service for a 3-in-1 sneaker, apparel and casual shoe store servicing over 600 customers daily.
- Traveled to other Reebok locations with managers and regional managers to improve their employee knowledge and store functionality.
- Developed incentive, competitive games to increase individual employee sales.

## SKILLS:

- Windows and Mac operating systems; Microsoft Office, Outlook, Powerpoint; BASE CRM Solution; Adobe Photoshop, Adobe InDesign, Adobe Illustrator, Adobe Dreamweaver; HTML