

Madelon M. Castelvechi

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Sales, customer service, and administrative representative with 4+ years of experience in the hospitality, logistics, and recreation industries. Possesses a BS in Marketing with concentration in Integrated Marketing Communications. Ready to leverage my diverse marketplace experience as a young, ambitious business professional.

Education

BACHELOR OF SCIENCE | ILLINOIS STATE UNIVERSITY | MAY 2019

- Major: Marketing | GPA: 3.53/4.00
- Sequence: Integrated Marketing Communications
- Minor: Organizational Leadership
- Honors & Awards: Dean's List

Work Experience

SALES SUPPORT SPECIALIST | ENTERTAINMENT CRUISES | MAY 2018 – AUGUST 2018

- Processed over \$11,000 in online sales and executed booking requests through third party associations
- Ranked 17% above average on upsell opportunities when on the sales floor
- Sold over \$17,000 in revenue by selling dining, excursion, and transportation cruise tickets

ADMINISTRATIVE ASSISTANT | CASTLE SALES & LEASING | JANUARY 2016 – AUGUST 2018

- Performed inventory control auditing
- Managed payables and receivables

SALES & CUSTOMER SERVICE ASSOCIATE | IN THE SWIM | AUGUST 2015 – JANUARY 2018

- Monitored policy procedures and assisted sales representatives in the call center
- Resolved customer disputes regarding returns, troubleshooting, and warranty claims

REGISTRATION SPECIALIST | WINFIELD PARK DISTRICT | SEPTEMBER 2014 – MAY 2016

- Responded to walk-up, email, and phone call inquiries alongside administrative duties
- Assisted upper management in preparing and conducting park district events for residents

Organizations

COMMUNITY SERVICE COMMITTEE | NATIONAL SOCIETY OF LEADERSHIP AND SUCCESS

- Actively engaged in building upon leadership skills by participating in workshops and the community

ACTIVE MEMBER | MARKETING ANALYTICS SOCIETY

- Cleaned data sets in Excel to then perform data entry and analysis in Tableau for local companies

Skills

- Adobe Illustrator | Adobe Photoshop | Google Ads | Google Analytics | Meltwater | Salesforce | Microsoft