**Sonya E. Davenport**

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**SUMMARY OF QUALIFICATIONS**

Recent graduate with a Bachelor’s Degree in Marketing with an International Emphasis currently pursuing a challenging opportunity in the field. Thrives under pressure, enjoys challenges, and problem solving.

* Strong work ethic, enthusiastic, and results-oriented
* Demonstrated academic successes
* Valuable hands-on management experience in the retail environment
* Excellent oral, written and interpersonal skills
* Effective trainer with proven ability to identify, analyze and solve problems
* Customer-focused with sensitivity to bottom-line and profitability.
* Excellent customer service, communication, presentation, and organizational skills.
* Computer proficiency and Internet savvy.
* Experience with SPSS software.

**EDUCATION & TRAINING**

* **The College of William and Mary**,Williamsburg, Virginia May 2011
**B.A, Marketing with an International Emphasis**, GPA of 3.24
* **University of Pablo de Olavide,** Seville, Spain Spring 2010
**Advanced proficiency in Spanish**, (four years classroom setting and seven months of study abroad)

**PROFESSIONAL EXPERIENCE**

**Abercrombie and Fitch Company**, McLean, VA**,** June 27, 2011 - Present

**Assistant Manager – People Manager**

* Assistant manager of a multi-million dollar business to include leadership, decision making, multi-tasking, communication skills, IT systems, diversity awareness, strategic planning, and adaptability.
* Hiring official, training facilitator, motivator, customer service representative.
* Works closely with management staff and other retail sales associates to ensure quality customer service standards.
* Train, supervise, and direct new sales associates, monitor and maintain stock and attend company meetings with management staff as requested.
* Arrange advertising displays, maintain in-store appearance standards, and ensure quality customer relations.
* Maintains company safety, security, and operational standards.
* Create effective strategies that support sales efforts and customer service objectives.
* Solves problems under pressure, delegate and follow up on tasks. Balance registers, manages complaints, process payroll, order supplies, oversee employee schedules, and develop marketing strategies.
* Supervise and manage a staff of 50.
* Ranked 4th highest nation-wide in sales on black Friday (2011) throughout all Abercrombie Kids stores with a sales volume of $84,000.

**Fowler Parking Services,** Williamsburg, VA,September 2010 – December 2010

**Parking Attendant**

* Managed the allocation of parking spaces of large donors of William and Mary during the college football season.
* Supervised parking operations during the soccer season.
* Was responsible for logistical operations.
* Provided excellent customer service and managed customer complaints.

**8th Army Equal Employment Opportunity (EEO) Office,** Seoul, South Korea, July - August 2010

**General Office Administration**

* Assisted with the processing of EEO complaints and cases.
* Created templates for EEO brochures, pamphlets and briefings.
* Assisted with EEO training presentations to soldiers and civilians in leadership positions.
* Researched Diversity projects and created power point presentations.
* Organized and updated the Director’s daily calendar activities.
* Answered and directed calls with appropriate phone etiquette.
* Provided customer service and maintained an organized schedule of meetings, conferences, and tasks for the director.
* Accomplished tasks utilizing Microsoft Office 2000.

**Clinical Education Division, Brian Allgood Army Community Hospital,** July – August 2008

**General Assistant,** Seoul, South Korea

* Administered, collected, analyzed and organized data in graph presentation form of 1000 pages from a survey.
* Filed medical physician records for doctors employed from 2006-2008.
* Interacted with many high-ranking military and civilian officials.
* Compiled teaching material for medical certification classes (such as CPR, BLS, etcetera)
* Typed modified handbooks.
* Assisted with daily office administration requirements.

**PROFESSIONAL AFFILIATIONS**

**Phi Sigma Pi National Honor Fraternity (PSP)** April 2009 – Present **Member,** Williamsburg, VA

* Organized events under multiple committees including the rush committee and fundraising committee.
* Aided in arranging PSP’s main philanthropy event, Relay for Life.
* Volunteered, fundraised, and held scholarship and social events throughout the year. Examples are volunteering at the Dream Catchers Therapeutic Riding Center, holding study abroad dinner sessions, and planning workshops

**Marketing Research for Chesapeake Bay Foundation (CBF)** January 2011 – May 2011

**Volunteer,** Williamsburg, VA

* Performed a marketing research group project for the Chesapeake Bay Foundation to discover the reason behind their lack of membership in the millennial generation population.
* Created several surveys, conducted interviews, created focus groups, utilized various data reduction methods, and analyzed the discovered data.
* Presented findings to CBF representatives through PowerPoint and a 12-page written report.

**Community Partnership for Adult Learning (CPALs)** October 2010 – May 2011

**Secretary & Tutor,** Williamsburg, VA

* CPALs is a student-run organization that teaches English to the surrounding ESL community. I was responsible for all emails, reminders, prompt email responses, publicity, and initiating events within CPALs.
* Tutored in English for 1.5 hours twice a week. The learners varied from teenagers learning basic English to adults studying for their citizenship test. Personally tutored one to two learners each session.

**Colegio Claret** February 2010 – May 2010

**English Teacher,** Sevilla, Spain

* Volunteered to assist in teaching English at a local Spanish elementary school in a classroom setting of about 30 children. Was responsible for PowerPoint presentations and occasionally leading class discussions. Created games and interactive fun ways to teach to really get the children excited about learning English.