**ANNA PORTANTE**

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**EDUCATION**

**The University of Alabama**, **Tuscaloosa, AL,** August 2017- Present; *Graduation: May 2021*

**Culverhouse College of Business,** Master of Science in Commerce and Business Administration, *Accelerated Master’s Program*

Bachelor of Science in Commerce and Business Administration

Major: Marketing Concentration: Digital and Social Media

**RELEVANT COURSE WORK AND PROJECTS**

**Business Communications,** Fall 2019 **Personal Selling,** Fall 2019 **Operations Management,** Summer 2019

**Consumer Behaviors,** Summer 2019 **Event Marketing,** Fall 2019 **Organizational Theory & Behavior,** Summer 2019

**Customer Success Mgmt,** Spring 2020 **Services Marketing,** Spring 2020 **Product Design Mkt Strategy,** Spring 2020

**WORK EXPERIENCE**

**Kitchen Staff,** August 2018 – December 2018; June 2019- Present

*Heritage House Coffee and Tea,* Tuscaloosa, AL

* Working with a team to complete orders in a timely manner while maintaining a clean work environment
* Contributing to the management of inventory and restocking the workspace

**Front Desk Cashier and Concierge,** *Disney College Program,* January 2019- May 2019

*Walt Disney Company, All Star Movies Resort,* Orlando, FL

* Performed a multitude of front desk administrative duties in a fast pace environment including greeting guests, the entire check in process, taking payments, and providing excellent guest service
* Worked with various computer systems to make reservations, sell park tickets, and arrange transportation
* Dealt with unique guest situations and conflicts requiring guest recovery

**Marketing and Outreach Intern,** May 2018- August 2018

*Feel the Beat Entertainment and CoolShots Photo Booths,* Homewood, AL

* Worked with a team to develop marketing strategies and outreach efforts
* Provided blog and social media content by conducting interviews with numerous clients and vendors

**Kids Academy Team Member,** March 2016 – Aug 2018

*LifeTime Fitness Kids Academy,*Vestavia Hills, AL

* Provided childcare, lead and assisted with children’s activities
* As a Summer Camp Lead Counselor, I was in charge of setting up the check in desk, processing weekly lunch order forms, handling camp registration forms, answering questions from parents regarding camp activities or field trips, and a great deal of customer interaction and service.

**VOLUNTEER SERVICE**

READ Alabama, *one hour weekly reading and leading interactive lessons with elementary school students (Jan 2020-Present)*

Soles4Soles, *fundraising team, campus advocate, and donation drive coordinator (Jan 2020- Present) \*in light of recent COVID-19 restrictions on campus, we took the initiative to move the donation drive online and are already seeing great success\**

Junior Achievement of Tuscaloosa, *classroom volunteer and fundraising team (Aug 2019- Dec 2019)*

Engage Alabama, *one hour weekly classroom volunteer at Holt High School (Sep 2018- Dec 2018)*

Culverhouse LIFT Program, *one hour weekly providing homework help to intermediate school students (Sep 2018- Nov 2018)*

Rise Program at the UA Stallings Center, *three hours weekly volunteering in the infants’ classroom (Jan 2018- April 2018)*

**LEADERSHIP**

**University of Alabama**

Active Member of Alpha Gamma Delta, *Director of Homecoming, New Member Sisterhood Committee*

National Society of Leadership and Success

University of Alabama SGA Homecoming Special Events Committee, *oversight and execution of various events in homecoming week*

Beat Auburn Beat Hunger Community Outreach Committee, *responsible for connecting to new schools to set up donation points*

**HONORS**

**University of Alabama**

UA Business Honors Program Student of UA’s Honors College Recipient of Presidential Scholarship

Member of Phi Eta Sigma Honor Society and Alpha Lambda Delta Honor Society

President’s List Fall 2017; Dean’s List Spring 2018, Fall 2018, Summer 2019, Fall 2019, Spring 2020

**COMPUTER SKILLS and CERTIFICATIONS**

Proficient in Microsoft Suite, Adobe Applications, Qualtrics Survey Software

Customer Success Manager Certified Professional