

# Fiona Nighthawk

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## SALES / MARKETING – AON INSURANCE

### EDUCATION

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**University of North Georgia**, Gainesville, Georgia, May 2017

Bachelor of Business Administration, Management Major, Spanish Minor

GPA: 3.6/4.0

**Study Abroad:** Universidad de Quito, Quito, Ecuador, Fall 2014

All coursework taught in Spanish; gained language and culture understanding through host family

### RELEVANT COURSEWORK

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Principles of Management, Advanced Operations Management, Human Resources Management, Small Business Management, Organizational Management, Managerial Accounting

### SPECIAL SKILLS

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**Computer:** Microsoft Word, Access, Excel, and PowerPoint

**Foreign Language:** Fluent Spanish

### RELATED EXPERIENCE

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**Enterprise Rent-A-Car**, Gainesville, Georgia

*Intern*, May 2015- August 2015

- Explained car rental procedures, including paperwork, insurance issues, and explaining company policies
- Marketed company's services to repair shops and dealerships throughout the community
- Exceeded sales goals by 20% by cross-selling "add ons" to car rental contracts
- Received positive feedback on all surveys sent to customers after they completed their business with the company

### OTHER EXPERIENCE

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**Applebee's**, Cumming, Georgia

*Server, In-store Trainer*, May 2012 – May 2015

- Selected by in-store management team to train new staff members; ensured new employees acquired exceptional customer service skills and fully understood all menu items
- Provide excellent customer care in a fast-paced environment
- Entrusted with closing of store, including reconciling cash drawer
- *Awarded* Employee of the Month for, "...exceptional customer service and going above and beyond for each customer..."

### ACTIVITIES

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Gainesville Marathon Volunteer – June 2016

Dawsonville Park Clean-Up Extravaganza Volunteer – December 2015

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