

TIFFANY L. THOMPSON

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EDUCATION

B.B.A Finance and Marketing | University of Puerto Rico (UPR) |

May 2012

WORK EXPERIENCE

NASA-GODDARD SPACE FLIGHT CENTER | Greenbelt, Maryland

Intern-Resource Analyst

Summer 2011

- Ensured accurate arrangement of financial data
- Re-designed wiki for the financial area of (SSMO)
- Provided service to Space Science Mission Operations (SSMO)
- Assisted as Project Support and Procurement

BELLA INTERNATIONAL | San Juan, PR

Customer Service Associate

Jan 2011-May 2011

- Handled and resolved customer's complaints as well as responded to enquiries
- Communicated and coordinated with internal departments
- Oversaw the processing of orders, forms, applications, and requests
- Recorded details of inquiries, comments, and complaints

WET SEAL | Carolina, PR

Retail, Customer Service, Cashier

Jul 2010-Dec 2010

- Involved in direct contact with clients both through telephone and electronically
- Performed shift audits and maintained proper inventory levels
- Received payment by cash, credit cards, vouchers, and checks
- Issued receipts, refunds, credits, or change due to customers

SKILLS

- Proficient in Microsoft Suite with vast knowledge in Wiki
- Knowledge in Microsoft dynamics, ADP and SPSS
- Fully bilingual in English and Spanish, both reading and writing
- Results-driven achiever with exemplary planning and organizational skills, along with a high degree of detail orientation
- Excellent communication, problem-solving, and analytical skills

MEMBERSHIPS AND TRAINING

- Member | ALPFA UPR-RP Student Chapter Present
- Member | Student Council for the Faculty of Business and Administration 2010-Present
- Member/Former Vice President | Financial Management Association 2010-Present
- Workshop: Handling situations under pressure (FEMA) Summer 2009
- Workshop: Time management and self-esteem Summer 2008

REFERENCES

~Available upon request~