

# ANDREA FRANKS

## CONTACT

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Suffolk, VA 📍

## EDUCATION

### OLD DOMINION UNIVERSITY

**GPA: 3.96**

Norfolk, VA

**Bachelor of Science in Business  
Administration**

**Major:** Digital Marketing

**Minor:** Communications

(Expected graduation: Dec 2022)

**Dean's List:** Fall 2019 - Fall 2020

## ADDITIONAL SKILLS

- Graphics and Editing -  
Adobe Photoshop, Adobe  
Lightroom, Final Cut Pro,  
Adobe After Effects
- Communication - *Speaks  
effectively, listens  
attentively, and persuades  
others*

## EXPERIENCE

### SMALL BUSINESS OWNER

*Adventure Tails Co., Suffolk, VA / Oct 2018 - Jun 2020*

- Provided troubleshooting and hands on assistance for customer problems.
- Established annual goals and objectives for products.
- Demonstrated effective verbal, written and listened communication skills.
- Responded quickly and professionally to any customer and carrier issues that may arise.
- Designed and created products
- Receive and process payments from customers, using electronic transaction services

### BARISTA

*Starbucks, Daniel Island, SC / Feb 2018 - Aug 2018*

- Demonstrated cash register operation as well as money handling procedures.
- Served customers quickly and efficiently and prevented delays in serving lines.
- Maintained knowledge of menu items and recipes to effectively service customer.
- Greeted guests in friendly, upbeat and positive manner using guest's name when possible.
- Maintained highest quality, consistent product standards.
- Demonstrated excellent customer service and interpersonal skills, both written and verbal.

### SALES ASSOCIATE

*2die4 Boutique, Riverbank, CA / Sep 2014 - Aug 2017*

- Connected with customers, ask about projects, recommend products and excite customers about purchase.
- Demonstrated thorough knowledge of product prices, options and benefits.
- Provided customers with reliable information regarding product specifications, product suitability, pricing and availability.
- Maintained good relationship with store management team and staff.
- Kept merchandise and all store areas neat, orderly, well stocked and correctly priced.