

 (585) 905-7565 ben.m.catalano@gmail.com 6190 Stid Hill Rd. Naples, NY 14512

SUMMARY

Highly motivated business school graduate with practical skills and a customer centric attitude seeking a challenging position within a team environment as a customer service representative. Offering a strong foundation in customer relations, communication, data entry, and marketing with the ability to take initiative, solve problems, collaborate, and adapt in order to deliver successful outcomes.

EDUCATION

Business Administration

2015 - 2017

SUNY Geneseo, Geneseo, NY

Bachelor's Degree Business Administration.

GPA: 3.90 (Achieving Dean's List every semester)

RELEVANT COURSEWORK

- Organizational Behavior
- Interpersonal Communication
- Business Software Applications
- Internet Marketing
- Strategic management
- Production and Operations management

WORK EXPERIENCE

Bristol Mountain Aerial Adventures, Canandaigua, NY

Spring 2014 - Winter 2014

Sales and Service Representative

I consistently delivered outstanding customer service by welcoming guests, helping them check out, and offering guidance on using PPE and climbing equipment. I adeptly managed multiple tasks in a fast-paced environment, including returning phone calls/emails, operating the POS system, inputting data, maintaining equipment, and restocking inventory.

OTHER RELEVANT EXPERIENCE

Online resale experience

2019 - Present

Successfully sourced, researched, listed, and sold a wide variety of woodworking equipment and other goods through eBay, Facebook Marketplace, Craigslist, and other platforms. Maintained 100% positive feedback on eBay with 943 sales and a 5-star rating on Marketplace through prompt communication, accurate descriptions, and exceptional customer service.

Residential Remodel experience

2014 - Present

Engaged in residential construction projects ranging from a full-scale renovation of a multi-room family home to building a small hunting cabin. Personally researched and performed tasks such as: framing roofing, electrical work plumbing, carpentry, and painting with outstanding results.

SKILLS

- **Effective Communication:** Clear verbal and written communication.
- **Excellent Customer Relations:** Proficient in active listening, resolving conflicts, and prioritizing customer satisfaction.
- **Software Proficiency:** Experienced with Microsoft Word, Excel, Google Docs, and graphic design tools.
- **Marketing Expertise:** Knowledgeable in various marketing principles and strategies.
- **Organizational Skills:** Able to stay focused and organized in a fast-paced environment.

INTERESTS

- Woodworking
- Disc Golf
- Fly Fishing
- CAD modeling and 3D Printing