



# Brianna Howell

Management Trainee

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DRIVING LICENSE Full

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## 01 PROFILE

*Energetic and conscientious Management Trainee with three years of experience in supervising inventory control, logistics, and transportation activities for a medium-sized company in the fleet management sector. Self-starter, ready to take on a role as a junior manager and contribute towards team building and creating an optimum company culture where employees are committed and inspired to deliver service excellence at all times. Fluent in English, German, and French, which improved communication and collaboration with international partners significantly. Holds an MBA from Henley International School of business as well as various Agile Management Certifications.*

## 02 EMPLOYMENT HISTORY

Jan 2018 — Present

Denver

### Hospitality Management Trainee at The Don Hotel Group

*Grew accommodation sales from \$30 000 to \$40 000 dollars per week by implementing a guest rewards program.*

- Assist interns and summer staff with orientation and induction
- Liaise with guests and conduct satisfaction surveys every week
- Handle escalated guest complains from reservations, housekeeping and room service departments
- Spearhead team building events for all departments at the resort
- Consolidate reports from reservations, finance and inventory control and present to management monthly
- Resolve conflict situations between staff members promptly and efficiently
- Actively participate in brainstorming sessions to upscale branding and promotion strategies
- Appointed four reservation consultants and increased booking efficiency by 15%
- Stand in as Resort Manager when the current manager is on leave

Jan 2017 — Dec 2017

Miami

### Car Rental Management Trainee at Thrifty's Car Rental

Responsible for maintenance scheduling for a fleet of 500 vehicles, achieving a zero-downtime score by scheduling vehicle services after hours with a new startup a mobile auto shop.

- Assist customers in rental process applications as a test to determine how long the process takes and then streamline accordingly
- Instrumental in increasing customer satisfaction scores by 18% within three months of being assigned as a management trainee
- Worked with a team of only three people managing to prepare and placing 30 plus customers in rental cars daily
- Responsible for approving all refunds, issuing penalty invoices and placing credit holds on customer cards
- Recognized by management for excellent progress in training
  - Assisted the branch with social media profile creation, online advertising, and direct promotional gift drops to regular customers in a 10-mile vicinity

Jun 2016 — Nov 2016

Amarilo

### IT Management Trainee at Hydson's Hardware & Tech

Increase customer satisfaction levels by a whopping 50% by reorganizing the queuing layout at the teller section by categorizing customers per the IT Services they need.

- Rotating through all phases of business operations spending six weeks at a time in each department of the company
- Act as a shift leader in the contact center when the manager is away on business
- Conduct preliminary training programs for all new employees and create online training manuals for three branches in the group
- Client custodian to the six primary key accounts
- Implemented a "get back the customer" initiative whereby new sales consultants would contact inactive or dormant customers and offer them special discounts and add-on services should they sign on for a six-month term
- Mastered the usage of all proprietary operation software to track performance metrics and maintain the CRM database
- Responsible for financial administration such as cost control, P&L reports, and cash flow statements

### 03 LANGUAGES

English



Russian



Italian



### 04 EDUCATION

Sep 2019 — Present

Minneapolis

#### Opus College of Business

Master of Business Administration

Jan 2016 — Jan 2018

St. Cloud

#### St. Cloud State University

Bachelor of Science in Information Systems

- Majors: Information Systems, Artificial Intelligence
- Minors: Communications, Automation, Machine Learning

• Accolades: Deans Honors List

□ GPA: 3.9

May 2017 — Jul 2017

New Cityland

## NCL University

Associate of Science in Business Management

Jun 2016 — Nov 2016

Saranac Lake

## American Management Association

Certificate in Analytical Skills

### 05 SKILLS

Verbal and Written Communications

Process Improvement

Business Etiquette

Database and System Knowledge

Knowledge Transfer

Business Operations

Financial Operations

Microsoft Office Suite

Java

Asana

Trello

Slack

Crystal Reports

Presentations

Change Management

Coaching and Mentoring