

# ROXANNA RICHIE

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## EDUCATION:

**Borough of Manhattan Community College**, New York, NY

Associate in Applied Science Degree in **Computer Network Technology**

Expected Graduation Date: May 2017

- GPA: **4.0**
- **Dean's List**: Fall 2014- Present
- **Career Services Intern of the Month**: February 2015

## RELATED COURSEWORK:

**Girl Develop It**, New York, NY

- **Intro to Python, Intro to HTML & CSS** September 2013- Present

## EXPERIENCE:

**StoryCorps**, Brooklyn, NY

*Information Technology/ Web Development Intern*

January 2014- Present

- Collaborate with Web Developer on projects including maintenance, editing, and improvement of StoryCorps WordPress website in HTML and CSS and sync StoryCorps test site and live site
- Draft and implement solutions for internal web requests submitted through SugarCRM
- Publish StoryCorps content across multiple media platforms including Vimeo, Sound Cloud, and YouTube
- Contribute to all web team projects, including launch of new StoryCorpsU site and architect employee photo directory project utilizing internal Wiki Google Site

**Goway Travel**, Toronto, Canada

*Wholesale Travel Consultant*

February 2012-March 2013

- Researched and analyzed various package rates to create custom travel itineraries including air and land arrangements for travel agents and clients using CodeGen Travelbox CRS
- Managed client sales accounts including flights, tours, hotel, and ground transportation to various countries in Asia
- Communicated with suppliers such as airlines and destination management companies to confirm arrangements and service requests
- Utilized wholesale special supplier contracts to create packages for clients while maximizing company profit

**G Adventures**, Toronto, Canada

*Sales Team Trainer*

March 2010-February 2012

- Developed Sales Onboarding Curriculum including classroom learning sessions, system training, product training presentations using Keynote, as well as active floor training
- Organized and facilitated training sessions for systems, new products, and procedures
- Facilitated Cisco WebEx webinars for all departments and trained all sales staff in using G Adventures Compass CRS, and in customer service skills including consultative sales techniques
- Provided support for call center agents, E-Sales agents, and Outside Sales representatives
- Collaborated with multiple departments including Operations, Marketing, and Human Resources to review, analyze, and discuss company policies and procedures

*E-Sales Adventure Specialist*

September 2007-March 2010

- Processed online inquiries and bookings from worldwide clientele via email
- Provided excellent customer service in high-volume environment
- Achieved monthly sales quotas and ranked consistently at top of E-sales team in Land and Insurance Sales
- Taught Sherpa, in-house online agent booking engine training for new hires using Keynote presentation and hands-on exercises

## LANGUAGE SKILLS

- Intermediate in reading, writing, and spoken Spanish

## TECHNICAL SKILLS:

- **Programming Languages**: Knowledge of Python, HTML and CSS
- **Operating Systems**: Proficient in multiple operating systems including Windows and Mac OS
- **Software**: Proficient in Apple Keynote, Microsoft Word, Excel, PowerPoint, and Outlook; Proficient in Amadeus CRS, CodeGen TravelBox, and G Adventures Compass CRS