

Mallory Coté

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EDUCATION

Bachelor of Business Administration in Marketing

Saginaw Valley State University, University Center, MI

Minor: Communication

Deans' List: Fall 2013, Winter 2014

Anticipated: May 2017

WORK EXPERIENCE

Sales Associate

November 2014 - Present

Under Armour, Birch Run, MI

- Responsible for engaging and connecting with each customer to provide a positive shopping experience
- Provide a complete fitting room experience while delivering product knowledge and outfitting suggestions
- Interpreted customer cues in order to assess their needs and enhance their shopping experience
- Registered cash specialist for the registers, reassuring customers that their transactions are safely completed

Cart Staff

June 2011 - August 2015

Sugar Springs Golf Course, Gladwin, MI

- Welcomed every customer with a comforting introduction and carried their golf clubs to their assigned cart
- Cited excellence in interpersonal communications, teamwork, customer service, flexibility and reliability
- Built relationships with new, old and visiting golfers/members of the area
- Served customers with beverages and also offered cleaning services

CO-OP Associate

September 2012 - May 2013

S&H Engraving/ Sue Sews/UPS Drop, Gladwin, MI

- Packaged, labeled and shipped UPS packages following specific directions
- Created signs and graphics for businesses using large printing machines and graphic computer programs
- Engraved plaques, memorabilia, jewelry, leather and wood to personalize items for customers
- Consulted customers, offering suggestions and creative advice according to their wants and needs, also using the register and handling large amounts of money
- Operated a large t-shirt press and sewing machines to embroider and stamp clothing

VOLUNTEER WORK

- **Special Olympics Area 22 Swimming Guide** – I helped the athletes move from lane to lane and make them feel safe and confident as they swam in front of their friends and family.
 - **Hook A Kid on Golf Instructor** – Children that come from low-income families were invited to this camp and I created a safe environment for them to learn the game of golf, where I expressed the importance of having outstanding etiquette.
 - **Youth Volleyball, Basketball and Tennis Summer Camps** – Lead groups of young boys and girls through competitions, while teaching them the basic skills of the sport they were interested in.
 - **Gladwin Veterans Association Volunteer** – I helped arrange a golf outing that supported local veterans in my hometown and made all of the veterans feel appreciated! I had a creative idea and arranged for a World War II Veteran to lead everyone on the first hole with a tee-off.
 - **Relay for Life Team Leader** – I helped organize and promote a team to raise money through small fundraisers for people fighting cancer and walked/ran for 24 hours to create awareness.
- Reference Upon Request

