

ADDISON BICKFORD

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EDUCATION

The University of Tennessee, Knoxville, Haslam College of Business
Bachelor of Science in Business Administration
Major: Marketing

Knoxville, Tennessee
Graduation: May 2023

EXPERIENCE

Aroma Joes Coffee Epping, New Hampshire
Barista, Leadership Team June 2017 – Present

- Communicate with upwards of 600 hundred customers per day to properly fulfill needs, doing so in an efficient manner in order to help store maintain a 90+ rating on a 0-100 scale
- Explain position responsibilities and train new employees to be effective team members
- Manage over \$1,000 from both orders and deposits daily
- Assist with weekly inventory and stock orders to ensure product availability throughout a seven day period
- Consult with unsatisfied customers to evaluate any mistakes, helping to fix any occurring errors to provide a positive experience

Craft Axe Throwing Knoxville, Tennessee
Floor Lead September 2021 – Present

- Manage multiple groups varying in size simultaneously, ensuring they have a safe and positive experience
- Coordinate groups and large events
- Prepare venue daily, including cleaning, safety preparation, equipment replacement
- Fulfill frequent transactions accurately

DSR Motor Group Somersworth, NH
Marketing Intern May 2020 – Present

- Created social media guides to improve online presence for specific dealerships and community outreach plans for newly opened locations
- Coordinate with online marketing services about website strengths and weaknesses
- Create digital and physical flyers for various events

LEADERSHIP

Gamma Sigma Sigma, Gamma Kappa Knoxville, Tennessee
2022 Calendar Year Treasurer September 2020 – Present

- Elected by sisters within sorority
- Manage funds and create budgets for each semester
- Collaborate with executive board to ensure needs and requests of general body members are fulfilled

SKILLS & CERTIFICATIONS

- Microsoft Excel 2019 Advanced, Excel Critical Thinking Advanced

