

# 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**

*Barista, Leadership Team*

Epping, New Hampshire  
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**

*Floor Lead*

Knoxville, Tennessee  
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**

*Marketing Intern*

Somersworth, NH  
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**

*2022 Calendar Year Treasurer*

Knoxville, Tennessee  
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

