

MELANIE HERNANDEZ

(305) 726-8535 | melaniehernandez211@gmail.com
5811 W 21st Avenue | Hialeah, FL 33016

EDUCATION

Florida International University - College of Business, Miami, FL	12/2019
Bachelor of Business Administration	
Miami Dade College, Miami, FL	08/2017
Associate in Arts	

QUALIFICATIONS

- Excellent sales, customer service, and organizational skills
- Advanced knowledge of Microsoft Office including Excel and Publisher & Photoshop
- Ability to quickly learn new tasks, multi-task and handle details
- Fluent in Spanish & English

AWARDS AND HONORS

- Miami Dade Dean's List (GPA 3.85) 2016 & 2017
- Year Up Career Development Program & Internship

PROFESSIONAL EXPERIENCE

Business Consultant 01/2017 – 02/2018

American Express OPEN I Sunrise, FL

- Made outbound cold calls to contact small business owners making \$1 – 10 Million in revenue
- Engaged in phone consultations with small business owners and decision makers, learned about their needs, and recommend the right American Express OPEN products at an average of 70-85 calls daily
- Maintained high levels of product and service knowledge
- Effectively managed pipeline of prospective customers
- Managed applications for small business owners to finalize application for OPEN Credit Card

Intern 07/2016 – 12/2016

American Express OPEN I Plantation, FL

- Partook in Year Up Internship program as an intern; Year Up is a leading one-year career development program with 250 corporate partners around the country; the program includes college-level courses, professional training, and a six-month internship
- Mastered the various means of selling and acquired extensive knowledge about the workplace

Artist & Instructor 10/2015 – Present

Painting with a Twist I Miami Lakes, FL

- Manage large groups in a classroom setting while teaching different artistic techniques in a step by step guided environment
- Responsible for scheduling classes, managing supplies, and coordinating students
- Create original artwork to teach to students in allotted class time
- Maintain a well-organized, clean working area by cleaning brushes, picking up easels, and setting up rooms for the upcoming classes

