

# Sophia Carroll

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## EXPERIENCE

*Contributing Writer, HerCampus AU, Washington, DC*

January 2024- January 2025

- Pitched article ideas to an editor and worked closely with teams of writers and editors to publish pieces regarding a wide variety of female-focused issues and interests.
- Attended weekly team meetings with fellow writers and an individual editor to discuss pitches and potential article ideas.
- Helped efforts to design, organize and develop monthly online publications and the yearly print magazine publication.

*Service Chair, Alpha Chi Omega, Washington, DC*

January 2023- September 2023

- Organized internal operations, coordinated with various campus organizations, and planned annual fundraising events to raise money for DC's oldest domestic violence shelter.
- Organized an educational panel on domestic violence awareness, coordinating with experts in the field to provide peers with valuable resources and insights on domestic violence awareness efforts.
- Operated in person and online campaigns in an effort to gain community participation in fundraising events and educational programs, raising money and awareness for a local shelter and the domestic violence awareness movement at large.

*Store Manager/Sales Associate, SayMore Boutique, Patchogue, NY*

June 2019- May 2021

- Oversaw inventory levels, managed stock replenishment, and executed all opening and closing operations of a small, local business.
- Implemented visual merchandising strategies through social media content idea creation, editing and final production to increase product visibility.
- Monitored social media trends and engagement with businesses' social media pages to gain followers and expand stores clientele.
- Interacted directly with customers to increase sales, assist in any and all issues, and ensure a pleasant customer service experience for an engaged and diverse client base.

*Server, Rock Bottom Restaurant & Brewery, Bethesda, MD*

July 2024- May 2025

- Provided exceptional customer service by greeting guests, taking orders, and delivering food and beverages.
- Addressed customer inquiries and complaints in a professional manner, enhancing guest satisfaction.

*Shift Lead, Playa Bowls, Washington, DC*

September 2023- July 2025

- Assisted with guest services, facilitated customer connections and resolved complaints and escalated issues with professionalism and urgency.
- Supervised and supported team members while delegating specific tasks and monitoring team performance.

## SKILLS & ACHIEVEMENTS

- *Multimedia:* Microsoft Word, Excel, PowerPoint, AI Skills, and Adobe Premiere Pro
- *Language:* Spanish- Limited work proficiency
- *Awards:* 2019 Excellence in English Award, Community Impact Award

## EDUCATION

**American University**, School of Communications (SOC), Washington, DC

August 2021- May 2025

Bachelor of Arts in Journalism

*Minor:* International Studies

Dean's List- Fall 2023, Spring 2024