

# 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 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.

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

January 2023- September 2023

- Coordinated internal operations, collaborated with various campus organizations, and planned annual fundraising events raising nearly \$30,000 for DC's oldest domestic violence shelter.
- Organized an educational panel on domestic violence awareness, communicating 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, to raise 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 ideation, editing and publication to increase product visibility.
- Monitored social media trends and engagement with businesses' social media pages to gain followers and expand the store's 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

- Communicated clearly and efficiently with guests, kitchen staff and management to ensure order accuracy, resolve issues promptly, and maintain high customer satisfaction.
- Addressed customer inquiries and complaints in a professional manner, and built rapport with guests through attentive communication, to enhance the guest experience.

*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, Canva, 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

B.A. in Journalism

*Minor*: International Studies

Dean's List- Fall 2023, Spring 2024