

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.
- Attended weekly writer's team meetings to discuss pitches and potential articles.

Service Chair, Alpha Chi Omega, Washington DC

January 2023- September 2023

- Organized, planned and coordinated multiple fundraising events to raise money for DC's oldest domestic violence shelter.
- Facilitated an informational panel for peer education on domestic violence awareness.

Server, Millie's, Washington, DC

May 2025- Present

- Facilitated enjoyable customer service experiences in a fast-paced dining environment, ensuring repeat business.
- Demonstrated strong multitasking abilities through managing multiple tables while maintaining attention to detail.

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- Present

- 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.

Childcare Supervisor, Private Household, Bayport, NY

May 2022- August 2023

- Organized, developed, and maintained daily living, recreational, and academic skills of primary aged children.
- Communicated effectively in both English and Spanish to children of primary school age.

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 business.
- Implemented visual merchandising strategies through social media content production to increase product visibility.
- Observed and trained incoming staff to ensure a skilled and customer-focused team.

Assistant Sales Associate, Tilly's, Lake Grove, NY

July 2021- January 2022

- Worked as a part time assistant sales associate at a chain retail store.
- Communicated effectively with a large team of colleagues and reported to supervisors regularly.
- Assisted a diverse group of customers with purchasing items and navigating any escalated issues or conflicts.

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