

TINA TONG

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EXECUTIVE SUMMARY

Diligent fourth-year professional selling student at the University of Central Florida with experience in both B2B and B2C sales environments. Proven ability to thrive in fast-paced environments with a great track record consisting of familiarity with lead generation, client relationship management, and customer loyalty building. Excited to learn new skills, collaborate with important stakeholders, and help offer not just a product or service but a long-lasting connection as well. Seeking opportunities to leverage a passion for sales and product management in dynamic, customer-focused environments.

PROFESSIONAL EXPERIENCE

Saint Gobain – Remote

June 2024 – Aug 2024

Inside Sales Intern

- Utilized Salesforce to organize lead profiles, manage client interactions, and ensure timely follow-ups, resulting in a 20% boost in customer satisfaction scores
- Assisted in the execution of target digital campaigns to generate and qualify leads, contributing to a 15% increase in inbound sales inquiries
- Collaborated with key stakeholders to regularly review and update product catalog information, ensuring accuracy of pricing, descriptions, and availability across digital platforms, leading to a 20% reduction in customer inquiries related to outdated information

AJI Sushi Teppan – Winter Garden, FL

Dec 2023 – April 2024

Waitress

- Professionally greeted customers at tables, provided extensive menu knowledge, and offered food recommendations according to personal requests
- Provide excellent customer service towards customers to ensure satisfaction is achieved in the dining area
- Cooperated with management to maintain a safe eating environment for customers by complying with the Florida Department of Health

EDUCATION

University of Central Florida, Orlando, FL

Dec 2025

Bachelor of Science in Business Administration, Marketing & Professional Selling

Cumulative GPA: 3.9

RELEVANT SKILLS

- Salesforce Proficiency
- Qualtrics Proficiency
- Languages: Fluent in English and Vietnamese
- xiQ Xilerator Proficiency