

Digna Marquez

San Jose, CA | dignam009@gmail.com | (209) 495 8158

EDUCATION

San Jose State University | Lucas College and Graduate School of Business
Bachelor of International Business, Specialization in Management Information Systems, Minor in psychology
Expected May, 2026

PROFESSIONAL EXPERIENCE

Amazon

Area Manager Intern | Turlock, CA

June 2024-August 2024

- Directed a team of associates managing the accurate processing of 30,000 customer packages daily, achieving high customer satisfaction
- Promoted organizational safety and quality standards, ensuring compliance across operations
- Conducted process analysis and optimized operational paths through detailed data review and improvement recommendations
- Designed and implemented an Excel macro that is projected to save the facility approximately one million dollars annually

Whole Body Chiropractic and Massage

Office Assistant | San Jose, CA

September 2023-May 2024

- Delivered exceptional administrative support by maintaining accurate patient medical records and managing daily operational schedules
- Acted as the primary communication liaison between patient and doctors, ensuring clarity and satisfaction
- Handled front desk operations, enhancing patient check-in and check-out experiences

Sunset Landscaping Services

Bookkeeper | Modesto, CA

July 2022-July 2024

- Utilized Quickbooks for accounts management, payroll processing, and financial reconciliation tasks
- Generated monthly financial reports and maintained comprehensive documentation of account activities
- Collaborated with the business owner to address account inconsistencies and streamline financial processes

David's Bridal

Customer Service Representative & Dress Consultant | San Jose, CA

April 2023-closing (july 2023)

- Guided clients in selecting products tailored to their preferences, ensuring a personalized shopping experience
 - Coordinated schedules for customer and staff appointments, maintaining operational efficiency
 - Monitored inventory levels, ensuring the availability of essential supplies
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LEADERSHIP EXPERIENCE

Foothill Horizons Outdoor School

Camp Counselor | Sonora, CA

October 2019

- Ensured student engagement and safety during activities and events
 - Assisted in meal preparation and coordinated cleanup efforts
 - Partnered with fellow camp counselors to plan and execute educational and recreational programs
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PROJECTS | MS Excel

- Analyzed process inefficiencies in Amazon's PICK department, implementing a macro that significantly reduced missed critical pull times for batches
 - Leveraged data insights to develop innovative solutions for operational challenges, driving measurable performance improvements
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SKILLS

- **Research and Analysis:** Experienced in conducting in-depth company, industry, and candidate research to inform decision making
- **Data Management:** Proficient in organizing and analyzing data, with advanced Excel skills
- **Communication:** Skilled in professional writing, speaking, and active listening
- **Collaboration and Leadership:** Adept at working in team settings and leading projects to successful completion
- **Organizational Skills:** Strong abilities in planning, project management, and multitasking
- **Technical Proficiency:** Microsoft Office Suite (Excel, Word, PowerPoint), Salesforce, QuickBooks, RODEO, and Picking Console
- **Languages:** Fluent in English and Spanish