

Eustolia Franco

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BUSINESS MANAGEMENT & ANALYSIS

Motivated and results-driven Business School graduate seeking a challenging position within a large organization as a Business Analyst or Project Manager. Offering a strong foundation in business strategy, data analysis, and project management, with a proven ability to drive efficiency, deliver successful outcomes and collaborate within cross-functional teams.

KEY COMPETENCIES

Process improvement	Report writing and presenting	Strong interpersonal skills
Data-driven strategic planning	Critical thinking skills	Proactive and self-motivated
Cost-benefit analysis	Excellent communication skills	Exceptional organisational skills

PROFESSIONAL EXPERIENCE

Premium Retail Services Merchandiser/Buyer

February 2021 - December 2021

Managed 41 stores monthly, ensuring products were fully stocked and strategically placed in high-traffic areas. Monitored inventory levels and placed orders for replenishment as needed. Communicated with store managers to address inventory and display issues. Issued store credit for damaged or outdated candy, maintaining customer satisfaction.

Miracle Method Surface Refinishing Administrative Assistant/HR Assistant

July 2019 - March 2020

Coordinated schedules for a team of five technicians, efficiently managed cancellations, and handled a high volume of incoming phone calls. Promptly responded to emails and voicemails, ensuring timely communication. Prepared and explained estimates, processed payments, and performed a variety of administrative tasks. Assisted the hiring manager with interview scheduling and preparation.

EDUCATION & CERTIFICATIONS

Bachelor of Science in Management Information Systems

San Jose State University

SCRUM Master Certificate

PROJECTS

Project Proposal

Created an app for a company for ease and privacy

Global Expansion Project

Moved Trader Joe's to Japan