

Jay Conway

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Education

B.S. Business Administration, Concentration Management Information Systems **May 2025**

San Jose State University, San Jose, CA

Experience

Event Ambassador San Jose Earthquakes, San Jose, CA **September 2022 - September 2023**

- Responsible for representing and promoting events, products, or services in a variety of while on and off site
- Served as the primary liaison between the event and its targeted audience by leveraging my extensive knowledge to drive engagement, build brand awareness, and increase sales.
- Contributed to the advancement of multiple projects with cross-functional teams, and delivered measurable results in a fast-paced, high-pressure environment at Paypal Stadium.

Trader Joe's Crewmate, San Jose, CA **June 2020 - Present**

- Assisted 100+ customers daily by explaining Trader Joe's specialty products while promoting the brand's core values.
- Maintained store arrangement and cleanliness by stocking the products in the classified places to keep the store visually appealing and organized
- Experienced in customer service skills by communicating with each customer to deliver a high quality experience Trader Joe's has to offer.

Intern, Nuvision Credit Union, Huntington Beach, CA **January 2021 - March 2021**

- Used a professional tone while taking calls from the call center to develop stronger customer service skills
- Developed experience in operations from the sales team, marketing team, and CEO by examining the work force Nuvision Credit Union offered.
- Learned the functionality of each department to facilitate cross-functional collaboration, optimize operational efficiency, and promote effective communication within the organization.

Leadership Experience

Recruitment Coordinator, Delta Sigma Phi Fraternity **April 2023 - Present**

- Created Excel forms for PNM organization, shirt order forms, contacts sheets, and recruitment tabling forms
- Created and maintained a complex schedule with a \$2500 budget for Delta Sigma Phi to host events that would hold up to 400+ PNM's interested in joining.
- Promoted Delta Sigma Phi by running a marketing campaign, creating advertisements, developing graphics, and designing apparel for current members to wear.

Community Service Coordinator, Delta Sigma Phi Fraternity **August 2022 - December 2022**

- Coordinated and executed a wide range of community service initiatives, including fundraising events, donation drives, and volunteer opportunities.
- Recruited and organized volunteers, delegating responsibilities and providing guidance to ensure successful execution of community service events.
- Developed and implemented marketing and communication strategies to promote community service events and engage members of the fraternity and the community.

Skills: Python, Excel, Web designing experience, Skilled with social media apps such as Instagram and TikTok, management, teamwork, adaptability, and customer service,