

ARIUNNA SAULS

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PROFILE SUMMARY

Digital Marketing & Customer Experience Professional seeking an entry-level position to apply skills in digital marketing, customer engagement, and business operations. Experienced in customer service, administrative support, client communication, and technical assistance across retail, financial services, education, and business environments. Skilled in building positive customer relationships, managing records, supporting daily workflows, and using technology to improve communication and efficiency. Passionate about creating meaningful customer experiences and contributing to organizational growth.

CERTIFICATIONS Professional Certification in Digital Marketing & E-commerce | Coursera 2026

PROFESSIONAL EXPERIENCE

Primerica

June 2023-Present

Part-Time Financial Advisor, Remote

- Supported outreach efforts by helping identify and connect with prospective clients.
- Shadowed experienced representatives during virtual client consultations to strengthen client communication, financial education, and relationship-building skills.
- Developed knowledge of financial services, customer communication, and professional presentation skills through ongoing training and mentorship.
- Participated in team meetings focused on business development, client service, and professional growth.
- Gained experience observing the financial planning process from initial consultation through client follow-up.

Mike McKenzie State Farm

March 2025- June 2025

Part-time Agent Team Member
Waco, Texas

- Served as a front-desk point of contact by greeting customers, answering phone calls, and directing insurance-related questions, concerns, and complaints to the appropriate licensed representative.
- Documented customer calls and maintained detailed notes to help team members understand each customer's needs and provide proper follow-up.
- Processed customer payments in person and over the phone while maintaining accuracy and protecting confidential account information.
- Prepared and mailed important documents and correspondence to support customer accounts and daily office operations.
- Completed general administrative duties, including organizing paperwork, managing customer information, and assisting with routine office tasks.

McLennan Community College

August 2024- December 2024

Part time IT Help Desk Representative
Waco, Texas

- Utilized an IT ticketing system to document, track, and manage support requests while ensuring accurate records and timely follow-up.
- Researched and evaluated software solutions to gain familiarity with emerging technologies and support organizational technology initiatives.
- Collaborated with IT team members to troubleshoot technical issues, share knowledge, and provide effective solutions.
- Shadowed experienced technicians to strengthen troubleshooting skills and gain hands-on experience supporting a wide range of technical requests.
- Delivered professional customer service by communicating technical information clearly to users with varying levels of technical experience.

Vendor Relations Specialist

Waco, Texas

- Assisted customers with product recommendations and brand education to enhance the shopping experience and support product sales.
- Maintained merchandising standards and organized product displays to improve product visibility and presentation.
- Monitored inventory levels and coordinated with vendors to maintain product availability and support efficient retail operations.
- Inspected product quality and monitored expiration dates while following food safety and company compliance standards.
- Demonstrated adaptability, attention to detail, and strong customer service skills while working in a fast-paced retail environment.

EDUCATION	McLennan Community College	October 2022
	GED	Waco,Texas
	McLennan Community College	January 2023- Currently enrolled
	Some College	Multimedia & Digital Production

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| SKILLS | • Social Media Marketing | • Problem solving |
| | • Search Engine Optimization(SEO) | • Customer service |
| | • Organizational and time management skills. | • Social Media Marketing |
| | • Google Analytics | • Technical Support |
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