

# Ariana Peña

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| New York, NY |

## EDUCATION

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### LIM College

Bachelor of Business Administration, Fashion Merchandising

**Expected May 2029**

*New York, NY*

- **Activities:** Member of Black Retail Action Group (BRAG), Member of Photography Club

## INDUSTRY EXPERIENCE

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### MANGO

Sales Specialist

**May 2026 – Present**

*New York, NY*

- Support daily sales-floor operations by maintaining merchandise presentation, replenishing product, and consistently exceeded sales targets through personalized customer service, product knowledge, and clienteling.
- Assist customers across multiple touchpoints while managing front-of-house traffic, coordinating with sales associates, and ensuring a seamless in-store shopping experience.
- Monitor customer preferences and product performance while communicating feedback to sales leadership to support merchandising and sales opportunities.

### Bloomingdale's

Seasonal Front Desk Associate

**November 2025 – January 2026**

*Fairfax, VA*

- Collaborated with the visual merchandising team to maintain luxury brand presentation standards, organizing product displays and seasonal floor sets to enhance the customer experience and drive sales engagement.
- Served as the primary point of contact for front-of-house logistics and operations, directing customer flow to reduce wait times while supporting the sales floor to bridge the gap between digital orders and the physical retail experience.
- Processed a high volume of daily transactions in a fast-paced luxury environment, ensuring speed and accuracy during the busiest weeks of the fiscal year.

## WORK EXPERIENCE

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### MARS Inc. M&M World

Guest Experience Associate

**March 2026 – May 2026**

*Times Square, NY*

- Delivered an engaging customer-focused guest experience, assisting visitors with product recommendations, store navigation, and brand-related inquiries.
- Operated point-of-sale systems and handled high-volume transactions efficiently while maintaining accuracy, professionalism, and strong attention to detail during peak tourist periods, consistently achieving and exceeding PWP goals through sales performance.
- Supported merchandising and inventory upkeep by restocking products, maintaining visually appealing displays, and ensuring the sales floor reflected brand presentation standards.

### Fairfax County Public Schools

Instructional Assistant

**January 2023 – November 2024**

*Westfield, VA*

- Provided direct academic and behavioral support to students with diverse learning needs, assisting in the implementation of lesson plans and Individualized Education Programs (IEPs)
- Successfully managed classroom dynamics with individual student crises by applying de-escalation techniques and positive reinforcement, maintaining a safe and productive learning environment.
- Maintained rigorous daily documentation of student progress and behavioral metrics to ensure accurate reporting and full compliance with district and state regulations.

### TD Bank

Customer Experience Coordinator

**March 2022 – January 2023**

*Chantilly, VA*

- Facilitated the branch lobby environment and daily customer flow, serving as the first point of contact to triage client needs and direct them to the appropriate financial specialists.
- Championed digital adoption by educating clients on mobile banking features and ATM capabilities to streamline branch operations and reduce wait times.

- Resolved complex client inquiries and escalated service issues with empathy and efficiency, directly contributing to the branch's positive Customer Satisfaction (LEI) scores.

## **SKILLS**

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**Computer:** Salesforce, Microsoft Office Suite (Excel, PowerPoint); Google Workspace, Canva, Adobe Photoshop

**Volunteer:** BLK GETAWAY: Legacy Dinner Event Production (2026), Ibraheem Samariah Primary Election Campaign (2020), Music Honors Society President (2018-2021)