

Armon Felder

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SUMMARY

Results-driven Business Administration graduate with a B.S. from Southern New Hampshire University and hands-on experience in marketing support, administrative operations, and customer service. Designed promotional materials and social media content that increased student event participation by 30% and managed employer and job postings on the Handshake career platform. Skilled in high-volume front office support, scheduling, and professional communication across phone, email, and in-person channels. Brings a strong retail background in customer engagement, sales support, and employee training, plus HubSpot certifications in SEO and Digital Marketing. Eager to contribute to a team in marketing, business operations, or administration.

EDUCATION

Southern New Hampshire University	Manchester, NH
Bachelor of Science, Business Administration	Sep 2026
Borough of Manhattan Community College, A.S. In Business Administration,	New York, NY
GPA: 3.0	Jun 2024
Associate of Science, Business Administration	

WORK EXPERIENCE

University of South Carolina Beaufort	Bluffton, SC
Front Desk Administrative Assistant	Sep 2024 - May 2025

- Operated in a fast-paced, high-volume office environment, managing a continuous flow of incoming calls and visitor inquiries
- Coordinated and maintained appointment schedules with accuracy to support seamless daily operations
- Provided administrative support to customers, staff, and leadership while balancing phone, email, and in-person communication
- Maintained organization and efficiency under pressure, particularly during peak business hours and high-demand periods
- Delivered clear, professional communication to ensure clients received accurate information and timely assistance
- Prioritized and executed multiple tasks simultaneously while upholding a polished and welcoming front office presence

Career Service Assistant	Sep 2024 - May 2025
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- Designed and executed promotional materials for workshops and job fairs, leading to a 30% increase in student participation.
- Managed the Handshake career platform, ensuring accurate job postings and employer profiles were consistently maintained.
- Created engaging social media content to market events and highlight student success stories, enhancing overall visibility.
- Collaborated with the team to develop marketing campaigns that improved event turnout and strengthened employer partnerships.

Primark	Brooklyn, NY
Sales Associate	Dec 2022 - Aug 2024

- Provided outstanding customer service to over 100 shoppers per shift, supporting monthly sales exceeding \$60,000.
- Promoted in-store product displays and sales campaigns, enhancing brand visibility.
- Trained over 10 new employees monthly on merchandising, customer service, and operational procedures.

SPINX	Summerville, SC
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Customer Service Representative

Sep 2020 - Jul 2022

- Executed financial transactions with precision while promoting customer engagement through loyalty programs and promotional activities.
- Organized and maintained store environments to enhance customer shopping experiences and ensure operational efficiency.
- Collaborated with team members to oversee daily operations and uphold visual merchandising standards.

CERTIFICATIONS

SEO Certification, HubSpot Academy	2025
Digital Marketing Certification, HubSpot Academy	2025

SKILLS & INTERESTS

- Skills: Digital Marketing, Social Media Marketing, Content Creation, Search Engine Optimization (SEO), Marketing Campaign Support, Administrative Support, Customer Service, Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Handshake, Time Management, Professional Communication, Team Collaboration, Problem Solving, Adaptability, Multitasking
- Interests: Podcasts, Music, Marketing Trends, Emerging Technology, Investing
- Language: English