

Alex Riancho

SUMMARY

I am a problem solving, detail-oriented creative equipped with expansive knowledge of multiple relevant topics. With a background in management and account management intern work, I have the unique ability to draw the best out of people's talents as well as lead teams by balancing creative and client needs.

EXPERIENCE

DEUTSCH LA - ACCOUNT MANAGEMENT INTERN

06/2024 - 08/2024

- Analyzed and data and synthesized competitive research of brands to present to team and clients
- Responsible for setting meetings both in person and over Zoom to ensure seamless and efficient collaboration
- Proficient notetaking and summarization of meetings and feedback to plan for next steps for team members

24 HOUR FITNESS - SALES AND SERVICE MANAGER

SANTA FE SPRINGS, CA • 01/2024 - 06/2024

Promoted from Sales and Service Expert from 08/2018-12/2023

- Developed and managed team members to provide excellent customer service and meet quotas
- Responsible for sale of memberships and personal training to meet committed responsibilities
- Created strategies to fulfill assigned budgets through delegation as well as regular recaps with team
- Nurtured connections with established customers to identify new needs, match offerings and drive sales
- Provided top notch customer service to achieve desired NPS (Net Promoter Score) ratings.

Omnifirm - Intern

Los Angeles, CA • 09/2023 - 12/2023

- Assisted firm members on creating and updating PR content for clients to be released into the media
- Received mentorship in creating reports for clients to strategize for upcoming campaigns

SPECIAL PROGRAMS

MAIP Fellowship [04/2024-08/2024] (Multi-Cultural Advertising Intern Program)
{Virtual Spring Training, Labs, and Group Project}

LANGUAGES | ENGLISH, SPANISH

CONTACT

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WWW: [Bold Profile](#)

SKILLS

- Top notch communication skills
- Thrive in collaborative setting
- Proactive to anticipate and resolve issues
- Problem solving and resourceful
- Time-Management
- Social Media Savvy (Instagram, Twitter, Tik Tok, Snapchat, Facebook, etc..)
- Google Suite + Microsoft Mastery
- Upbeat and Positive Personality
- Takes initiative and Self-Motivated

EDUCATION AND TRAINING

Bachelor of Arts:

Communications: AD/ PR
California State University - Dominguez Hills
Carson, CA • 12/2023

Associate of Arts:

Communications
El Camino College
Torrance, CA • 05/2020