

# Maddie Marquez

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## Education

**University of Nevada, Reno-** *Bachelor of Science, Marketing, Expected Graduation: May 2029*

**Inderkum High School** – *General Education Degree, May 2025*

**American River College** – *Coursework completed, May 2025*

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## Experience

### Receptionist

**Tanya and Fiona Hair Studio – Sacramento, CA**

*Nov 2023 – June 2024*

- Maintained and organized 20–40 weekly client records using appointment software, ensuring accurate data entry and preventing scheduling conflicts.
  - Analyzed daily customer flow and appointment patterns to support staffing and operational efficiency.
  - Collected customer feedback in person and over the phone, identifying common service needs and improving client experience.
  - Processed payments and managed POS data with a high degree of accuracy, reducing transaction errors and maintaining financial consistency.
  - Restocked and organized retail product shelves, gaining insight into inventory levels, product demand, and purchasing behavior.
  - Interacted with 4–8 clients per shift, strengthening understanding of customer behavior, preferences, and service satisfaction.
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## Skills

### Data & Research Skills

- Data Entry & Data Accuracy
- Pattern Recognition & Basic Trend Analysis
- Record Management

- Customer Insights Collection
- Qualitative Feedback Gathering

### **Digital & Technical Skills**

- Appointment Scheduling Software
- POS Systems
- Basic Excel / Google Sheets (add if true)
- Basic Canva
- Social Media Observation (Instagram, TikTok)

### **Professional Competencies**

- Communication
- Organization
- Time Management
- Problem-Solving
- Client Relations

## **Volunteer Experience**

### **Assistant Soccer Coach**

#### **Davis Legacy Soccer Club – 2011 Girls Team**

#### **Natomas Futbol Academy – 2010 Girls Team**

- Assisted with planning and organizing practice schedules, tracking attendance, and monitoring player development.
- Helped coaches evaluate team performance trends and identify skill improvement areas.

### **Church Usher**

#### **Cathedral of the Blessed Sacrament**

- Supported event flow by monitoring visitor patterns and identifying high-traffic periods.

- Provided guidance and assistance to attendees, communicating needs clearly and professionally.