

Helen Pfalzer

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EDUCATION

Old Dominion University, Norfolk, VA
Bachelor of Science in Business Administration
Major: Marketing
Minor: Interdisciplinary Studies - Entrepreneurship
GPA: 3.33
Dean's List: Spring 2020

Expected May 2023

RELEVANT COURSEWORK

Accounting I & II	Financial Management	Micro/Macroeconomics
Intro to Contemporary Business	Entrepreneurship	Public Speaking
Marketing Principles & Problems	Business Analytics I & II	Consumer Behavior

ACADEMIC EXPERIENCE

Innovate Monarchs, Old Dominion University, Norfolk, VA September 2020 – December 2020
Innovate Cohort

- Designed solutions to ODU's student connectivity problems using the design-think method
- Surveyed students about their distance learning experiences,
- Communicated and collaborated with group members and the ODU community to create different solutions
- Created a prototype that would increase student involvement with ODU clubs and organizations

RMU Center for Sales Excellence Second Annual Sales Challenge, Virtual March 2021
Competitor

- Acted as a sales representative for PITT Ohio
- Built a strong working rapport with the McKesson Buyer
- Asked open-ended and close-ended questions to identify the buyer's needs
- Executed closing initiatives after recognizing buying signals

Pi Sigma Epsilon Pro-Am Sales Competition, Virtual March 2021
Competitor

- Acted as a sales representative for Cutco
- Targeted buyers' needs by asking different information retrieval questions
- Closed the sale and established a positive relationship with the customer

PSE Mutual of Omaha Sales Trainee Program Interview Competition, Virtual March 2021
Competitor

- Prepared for an interview with Mutual of Omaha by modifying my resume to correlate to the job opportunity
- Participated in a 15-minute interview with a Mutual of Omaha professional where I was asked different interview questions
- Received feedback on what types of questions I should ask interviewers

LEADERSHIP AND OTHER ACTIVITIES

Pi Sigma Epsilon ODU Chapter, Old Dominion University, Norfolk, VA January 2022 – Present
President, Founding Member

- National co-ed Professional Fraternity
- In the fields of Sales, Marketing and Management

2021 Pi Sigma Epsilon's Future Leaders Team, Virtual
Member

February 2021 – Present

- Nominated for this position by Chapter President to apply
- Was a highly competitive and selective program

Carew International Sales Training On-Demand, Virtual
Trainee

March 2021

- Completed online professional sales training and reinforcement
- Learned and Practiced different selling techniques

WORK EXPERIENCE

Domino's: Team Washington Franchise, Oakton, VA
Delivery Driver

February 2019 – August 2020

- Exercised good judgment while driving and exchanges with customers while on deliveries
- Processed all payments quickly and accurately
- Established good customer rapport
- Provided other support as required (answering phone calls, oven tending, general cleaning)

University Mall Theaters, Fairfax, VA
Movie Theater Attendant

August 2018 – June 2019

- Remained organized and accurate while selling tickets and concessions to patrons, even during times of high volume
- Contacted proper authorities when a customer was inebriated or acting in an unsafe manner
- Handled all payments efficiently and accurately
- Maintained general cleanliness of the theaters

Target, Falls Church, VA
Seasonal Cashier

October 2018 – January 2019

- Operated a cash register to process cash, card, and check payments
- Attended shifts according to schedule
- Interacted with customers with a positive attitude
- Enlisted assistance from more experienced employees to assist with issues I couldn't solve myself

Papaya Clothing, Fairfax, VA
Sales Associate

December 2017 – April 2018

- Assisted customers with clothing item needs
- Organized dressing rooms and returned items to original placement
- Unboxed and stocked clothing items, and counted inventory
- Operated a cash register to process cash, card, and check payments

HARD & SOFT SKILLS

Interpersonal
Communications
Critical Thinking
Dependability
Adaptability

Mathematical Skills
Empathetic & Human-Centered
Money handling
Customer service
Reliable transportation

Pretty clear school schedule
Approachable
Friendly

FUN FACTS/ HOBBIES

- Hobbies: painting, cooking, playing with my cat
- Enjoys world travel and has visited 13 different countries
- Acrylic Nail Artist and Technician (Dec. 2020-present)
- Favorite food is spaghetti, color is yellow, type of weather is warm