

WILLIAM SAPP

ECONOMICS

CONTACT

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🌐 william-sapp

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SKILLS

- Utilize QuickBooks sales data to establish trends and predict future purchasing behavior
- Intermediate Excel including PivotTables, VLOOKUP and HLOOKUP
- Organize and reporting data in Microsoft Access using tables and queries
- Apply STATA to run regressions and create logistical models to explain large data sets
- Oversee the success of team projects in a professional setting

EXPERIENCE

SALES & OPERATIONS INTERN

October '17 - current

Kuncai Americas, LLC | Worthington, OH

- Cultivate customer relationships through new and existing leads
- Analyze QuickBooks transaction data to aid sales staff in creating plans of action for current accounts
- Develop empathetic relationships with existing clients and deliver prompt and effective solutions to customer issues
- Lead customer service efforts and the onboarding of new representatives

SALES INTERN

May '17 - July '17

Dish One | Roanoke, VA

- Learned to effortlessly build rapport with cold leads and turn them into clients
- Assisted potential customers throughout the buying process by tailoring the service to their needs
- Sold 50+ accounts over the span of three months

ASSOCIATE

August '16 - May '17

Panera Bread | Columbus, OH

- Practiced customer service and relationship-building while furthering ability to collaborate
- Assisted in the onboarding training for new employees

EDUCATION

THE OHIO STATE UNIVERSITY

August '15 - Anticipated May '19

Bachelor of Arts in Economics | Columbus, OH

- Social Psychology and Personality minor
- Completed introductory and intermediate courses in mathematics, micro- and macro-economics, econometrics, advanced economic theory, STATA, Microsoft Excel, and Microsoft Access
- Participated in weekly meetings for Big Data Analytics Association
- GPA: 3.20

WESTERN BROWN HIGH SCHOOL

August '11 - May '15

Mt. Orab, OH

- Participated in various activities including varsity track and football, National Honor Society, and Army Junior Reserve Officer Training Corps
- Class rank: 19/198
- GPA: 3.89