



EVERTON A. WYATT

An MBA candidate from Crummer at Rollins College, with experience in entrepreneurship and customer service in diverse industries. Analytical and creative, finding the best possible solutions to problems for successful completion of projects. Customer-centric with excellent design thinking skills. Enjoys taking ownership of projects and collaboration with leaders, peers, and customers to meet organization goals and delivering exceptional service.

CONTACT

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LINKEDIN
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EDUCATION

Master of Business Administration
Crummer Graduate School of Business
Graduate in May 2024
Current GPA 3.68

Bachelor of Business Management
Rollins College, Winter Park, FL
Graduated | May 2023
GPA 3.53

Recipient of Alonzo Scholarship
(\$115,000)

SOFTWARE EXPERTISE

- Microsoft Office •
- Adobe Creative Suite •
- Jira •
- Lucid •
- Figma (UI Design) •
- Confluence •

PROFESSIONAL EXPERIENCE

FIREBIRD 360

Co-Founder and Brand Manager
November 2022 – Current

- Instrumental in the inception of Firebird 360, an event technology venture that I cofounded with my father.
- Designed the logo and articulated the mission, vision, and core values, setting the company's identity and strategic direction.
- Developed the product launch strategy, creating a comprehensive timeline that outlined key milestones from concept to market introduction.
- Actively engaged in 2-hour weekly meetings with software developers orchestrating the development process of our product and aligning team effort with company goals.
- Utilized Figma to design the software interface, creating 500+ designs, showcasing proficiency in user interface design.

MARRIOTT'S GAYLORD PALMS RESORT

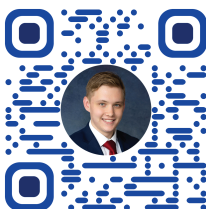
Front Office Management Intern
May 2022 – August 2022

- Engaged in guest experience enhancement initiatives by proficiently managing inbound guest inquiries in a fast-paced call center environment and increasing customer satisfaction levels by 32% by the end of internship.
- Demonstrated exceptional communication skills and problem-solving abilities in routing calls to appropriate departments, ensuring guest needs were met promptly and efficiently.

REGAL ENTERTAINMENT

Cast Member
April 2021 – August 2021

- Enhanced the cinema experience at Regal by maintaining immaculate theater environments, ensuring guests enjoyed a clean and inviting atmosphere for every showing during the pandemic.
- Led onboarding and skill development programs for new team members.
- Delivered exceptional customer service in the food and beverage sector, expertly managing high-demand concessions to provide guests with an enjoyable movie-going experience



"Discover more about how my expertise aligns with your company by visiting my website, www.evertonwyatt.com, or scanning the QR code for my portfolio. Thank you for your consideration!"

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