

# Bella Coats

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## EXPERIENCE

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**Arcadia**, Denver, Colorado

**July 2023 to November 2024**

*Commercial Sales Operations Coordinator*

- Demonstrated exceptional attention to detail and accuracy while processing community solar sales across multiple markets, totaling ~600+ residential sales and ~15+ commercial sales per day or ~20,000,000 kWh per month
- Conducted data analysis to resolve discrepancies in information, consistently verifying accuracy and improving overall data quality
- Executed seamless integration of sale and customer data into Salesforce to improve company-wide data accessibility
- Delivered outstanding customer service, cultivated positive relationships and provided a positive sales experience for all clients and dealers
- Identified and implemented process improvements to increase efficiency in sales operations, reduce turnaround times for contracts and reduce bottlenecks
- Maintained detailed records of commercial sales, ensuring all deals adhered to regulatory requirements and company standards for large solar projects
- Coordinated with the compliance, legal and internal operations team to ensure smooth handoff of commercial accounts to the internal operations team after contract execution and processing

**Exclusive Resorts**, Denver, Colorado

**August 2022 - April 2023**

*Resort Operations Intern*

- Collaborated with the Director of Design, Project Manager & VP of Hospitality to implement interior design changes across 20+ properties
- Continually updated and revised budgeting spreadsheets with budgets ranging from \$200,000-\$2,000,000 across all properties
- Managed current interior design inventory, new inventory deliveries to overseas locations and inventory storage at various warehouses
- Analyzed data via Salesforce on 250+ members who discontinued their membership to strategize re-engaging them with the company

**Jason Cummings - Luxury Real Estate Agent at Compass**, Denver, Colorado

**May - August 2022**

*Marketing Intern*

- Created various types of digital marketing promotional content on Instagram to increase agent's followers by 8.7% during tenure
- Worked closely with the Marketing & Operations Director to create content that contributed to an increase in total sales volume by \$20 million YOY
- Wrote realtor's real estate & lifestyle blog content twice a week and promoted the content among other channels to increase engagement with past, present and future clients

**Stussy**, Irvine, California

**May 2020 – January 2022**

*Operations Assistant*

- Aided in the administrative duties of entering promotional and retail store orders - up to 5000 units per order entry
- Handled and organized seasonal sample inventory and returned merchandise
- Facilitated and oversaw e-commerce business totaling over 100+ orders per week
- Effectively communicated and collaborated with international members of the Operations Department

**Victoria Garrick and RealPod Podcast**, Los Angeles, California (Remote)

**May – August 2020**

*Social Media Intern*

- Planned and created content for RealPod's Instagram, a podcast (16,000 Instagram followers and 500,000 downloads at the time) focusing on mental health and body positivity advocacy
- Developed creative content for Victoria Garrick Browne's personal TikTok (700,000 followers at the time, 2+ million currently)

## SKILLS

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Front-End Web Development

Excellent written and verbal communication

Google Analytics

Time Management

Python

Exceptional Attention to Detail

Microsoft Office Suite

Digital Marketing

Adobe Illustrator, Lightroom, InDesign, Acrobat, Photoshop

Technical Writing

## EDUCATION

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**University of Colorado Boulder – Leeds School of Business**

B.S. in Business Administration with an emphasis in Marketing

Minor in Creative Technology & Design

CAPA Education Abroad, Florence, Italy

Coursework toward B.S. in Business Administration