

# Heaven Yoon

Tucson, AZ

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**Summary:** Masters Student with strong analytical skills with the ability to think critically and communicate effectively. Strong proficiency with excel and tableau. Starting to learn Python and SPSS

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## EDUCATION

**University of Arizona, Eller College of Management**

**Tucson, Arizona**

*Masters of Science in Marketing*

*Expected May 2026*

*Bachelor of Science in Business Administration*

*May 2024*

**Major:** Marketing

## PROFESSIONAL & LEADERSHIP EXPERIENCE

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**Good JuJu Agency**

**Tucson, Arizona**

*Intern*

*Jan 2026-Present*

- Executed and monitored Google Ads campaigns, driving measurable growth in conversions and traffic.
- Leveraged data to identify trends and provide actionable insights to clients.
- Assessed key metrics to pinpoint areas of improvement and inform strategic decisions

**Contempo HCM**

**Tucson, Arizona**

*Client Support Specialist*

*July 2024-March 2026*

- Interfaced with over 200 clients to guide them through iSolved software.
- Programmed 10+ client requests daily in payroll software to enhance client experience.
- Handled and processed 15 + client payrolls before deadlines to ensure a smooth pay experience.
- Verified and audited client information through excel to ensure compliance standards are met.

**Eller Sales Competition**

**Tucson, Arizona**

*Participant*

*Fall 2023*

- Utilized sales technique and skills to try to build relationships and trust with the buyer.
- Overcame objections buyers may have and maintain composure.
- Demonstrated knowledge in products and provide value.

**Hacienda Del Sol Guest Ranch Resort**

**Tucson, Arizona**

*In-Room Dining*

*May 2022-May 2024*

- Prepared Resort guest's dishes and delivered the order to the guest's room.
- Interacted with guests and provided Forbes 4-star quality service.
- Expo on the kitchen line and helped serve dishes in the resort restaurant.

**Fry's Grocery Stores**

**Tucson, Arizona**

*Starbucks Barista*

*May 2020-August 2020*

- Created over 100 customer's drinks daily to satisfy customer needs.
- Received the incoming load and assessed restocking needs to ensure efficiency.
- Assisted the other store departments to enhance customer's experience.

## ACTIVITIES & INTERESTS

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**Skills:** Excel, Tableau, Python, SPSS, Google Ads

**Languages:** Conversational Proficiency in Korean

**Interests:** Sports, Video Games/Esports, Puzzles, Anime, Photography, Data Analysis, Theory Crafting