

# Maarit Grajeda

maarit.koivula@hotmail.com \* (562) 794-7094

## Summary of Qualifications

6 years of experience in administration / project management; 7 years in interpersonal human relations; 6 years in sales / marketing / PR; 5 years in international setting.

Reading and writing skills in Finnish and Portuguese; conversational Spanish.

Highly self-motivated, organized and efficient in driving results. Excellent communication and leadership skills. Mastery in sales and customer service. Internationally experienced and extensively traveled.

Excellent problem-solving and time-management skills. Talented with MS Office and social media.

## Administrative and Clerical Experience

- Performed executive assistance responsibilities, directly working with the highest management.
- Followed strict timeline in planning corporate events. Managed scheduling and travel arrangements.
- Handled billing and reported expenses. Maintained the CRM database and product inventory.
- Organized and tracked international shipments and dealt with customs regulations.
- Concurrently worked with multiple departments to gain the highest efficiency and the best results.

## Customer Service Experience

- Monitored customer accounts, agreements and policies. Maintained the accuracy of information.
- Handled mail / e-mail correspondence and operated the main phone line, dealing with client requests.
- Researched and followed up on client inquiries for quality service and customer satisfaction.
- Advised clients / students, held individual and group meetings and gave presentations.

## Sales and Marketing Experience

- Sold advertising space and customized the look and information based on customer needs.
- Created new client relations, maintained existing accounts and followed leads and referrals.
- Organized events and attended trade shows, directly working with existing and potential customers.
- Marketed the company via social media and followed its presence in conventional media outlets.

## Work History

<b>Lead the Sale, Inc. (Marketing company for solar industry), Seal Beach, CA</b>	2014
- Business development specialist	
<b>Arrive Systems, Inc. (International IT-company), Cypress, CA</b>	2013 – 2014
- Business services associate	
<b>California State University Long Beach, Long Beach, CA</b>	2012 – 2013
- Academic advisor, instructional student assistant and research analyst	
<b>Stella Manhattan Bistro, New York, NY</b>	2010 – 2011
- Server and event coordinator	
<b>Long Beach City College, Long Beach, CA</b>	2008 – 2010
- Front desk coordinator and public relations associate	
<b>Eniro Finland (Marketing company), Tampere, Finland</b>	2005 – 2006
- Sales representative and client account executive	
<b>Finland's Traffic Education (Non-profit organization), Tampere, Finland</b>	2003
- Fundraiser and campaign officer	

## Education

Center for International Trade and Transportation (CSULB)	2014 - 2015
-Global Logistics Specialist -professional designation course	
-Containerization & Intermodal Institute scholarship was awarded in 2014	
California State University Long Beach (CSULB), Graduated 2013	
-Bachelors of Arts in Political Science: Global Politics, <i>minor in International Studies</i> , GPA 3.89	
-Nationally recognized Leadership Academy training in 2012-2013	
Long Beach City College (LBCC), Graduated 2010	
-Associate Degree in Journalism and Public Relations	
-Dr. Stuart L. Farber Leadership Scholarship accomplished in 2009	

## Other Skills/Experience

- Computer Skills: Microsoft Office, Photoshop, publishing software, internet research
- Volunteer at Californians for Justice (non-profit organization working for equal opportunity)
- Public Relations Officer for the International Studies Student Association