

# Rebecca Dorvil

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## EDUCATION

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### Florida Atlantic University (FAU)

Master of Business Administration (M.B.A)

Aug 2024

Bachelor of Business Administration (B.B.A.) - *International Business and Business Management*

May 2022

## WORK EXPERIENCE

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### FAU Small Business Development Center (SBDC)

*Operational Assistant*

June 2023 – Present

- Utilized client relationship management (CRM) database, Salesforce to assign and distribute over 50+ clients to consulting staff (of 15) weekly
- Manage and respond to an average of 20 voicemails weekly, actively engage in client outreach through email and callbacks to address and resolve customer inquiries with a focus on delivering exceptional service
- Develop Standard Operating Procedure (SOP) manual for 15 employees to streamline operations by maximizing 5 hours per new client to enable sustained behavior changes to support large scale initiatives such as improvement in efficiency, productivity, and employee engagement
- Develop and present visual flowcharts and various process maps on Lucid Charts to support the SOP, articulate data transformation processes, reinforce task standardization, and engage employees in new talents and skills through job rotation and job enrichment
- Develop and collaborate with the team to deliver client solutions for complex business problems organizations face such as various marketing materials for SBDC workshops, events, and partners
- Prepare letter of intents and proposals for grant applications

*Research Intern*

Feb 2022 – Present

- Conduct participant interviews; transcribe interview for preparation of research analysis
- Analyze documents to find relevant data to determine trends, generate insights, and create theoretical concepts
- Review literature, translate dataset into clear takeaways, and write formal research paper for journal submission
- Generate participation certificates on Canva for 30+ students who participated in the Student Consultant Program, a program where students provide consulting services and marketing materials for business partners

## PUBLICATIONS, PRESENTATIONS, & AWARDS

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- “A Chilean coffee business deciding to do business in the U.S.” with Sage Business Cases
- Presented qualitative research for the Chile Delegation (SERCOTEC) and FAU College of Business (COB) 2023
- FAU SBDC awarded by NASBITE International 2023 for the promotion of global business education and international trade
- Presented qualitative research for FAU SBDC at the United States Association for Small Business and Entrepreneurship (USASBE) Conference 2023
- Served as a panelist for the 2021 CUIBE Conference

## SKILLS & CERTIFICATIONS

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- Proficient in Microsoft Word, PowerPoint, Excel
- X-Culture Certificate
- Grant Writing (In-Progress)
- Government Contracting (In-Progress)
- Analytical and Critical Thinking
- Teamwork and Collaboration