

FIONA CORNWALL

MARKETING STUDENT | DIGITAL MARKETING | SALES OPERATIONS & CLIENT EXPERIENCE

CONTACT

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SKILLS

MarketTime CRM
Microsoft Excel
HubSpot Digital Marketing
SEO & Content Strategy
Data Entry & Verification
Client Intake & Enrollment
Administrative Support

EDUCATION

Southern Maine Community College
Associate of Science, Business Administration
Expected Graduation:
December 2026
Transferring to SNHU
Southern New Hampshire University
Bachelor of Science, Marketing
Expected Graduation:
December 2027

CERTIFICATIONS

HubSpot Academy Digital Marketing Certification, 2026

SUMMARY

Sales operations and client experience professional with 4+ years of experience verifying commission data, reconciling financial records, and guiding clients through high-volume intake. HubSpot Digital Marketing certified and pursuing a B.S. in Marketing. Seeking opportunities in marketing, business operations, customer success, and administrative support. Portfolio: fionalee.me

EXPERIENCE

Cornwall Marketing | Remote

Sales Operations Assistant

February 2022 - Present

- Process and verify commission data for INIS sales representatives using MarketTime CRM.
- Review invoices, payment records, and sales reports to confirm accuracy before commissions are finalized.
- Identify and correct discrepancies to keep financial records organized and reliable.

The Front Yard | Ogunquit, ME

Server (Seasonal)

May 2024 - Present

- Serve a high volume of guests at an upscale seasonal restaurant, one of southern Maine's busiest, working directly with the owners on daily operations and service standards.
- Manage multiple tables with accuracy and composure during peak summer service.
- Coordinate closely with kitchen and bar staff to keep service smooth and the guest experience high.

Thriveworks Counseling & Coaching | Remote

Sales Representative, Client Enrollment

October 2021 - April 2022

- Guided prospective clients through the therapy intake and enrollment process in a high-volume remote sales environment.
- Matched clients with therapists based on needs, availability, and insurance coverage.
- Managed steady inbound call volume while providing professional, compassionate service.

EARLIER EXPERIENCE

Dietary Aide, Scarborough Terrace (2018-2019). Customer Service Rep, Funtown Splashtown USA, five seasons (2014-2019).