

# TRINITY MCCALL-PEAKS

Orlando, FL • Mobile: (336)541 – 4637 • trinitylmccallpeaks@knights.ucf.edu • [www.linkedin.com/in/trinitymccallpeaks/](http://www.linkedin.com/in/trinitymccallpeaks/)

## EDUCATION

---

**University of Central Florida** – Cumulative GPA: 3.40/4.00  
Bachelor of Science in Business Administration – Marketing

Orlando, FL  
May 2022

**Florida Atlantic University**  
Certificate of Hospitality and Tourism

Boca Raton, FL  
May 2020

## PROFESSIONAL EXPERIENCE

---

**College of Business – University of Central Florida** – Orlando, FL  
Academic Advisor

**Aug 2019 – Present**

- Conduct academic advisement services for 10-12 students daily on reoccurring basis to maintain educational progression
- Present to 200-300 incoming College of Business transfer students on Academic Success Planning each semester and address students' questions and issues regarding online courses
- Respond to student inquiries regarding academic appeals, student orientations, probation, and various curriculum issues and concerns

**UCF Professional Selling Program** – Orlando, FL  
Program Member

**Aug 2021 – Present**

- The Professional Selling Program only accepts 35 extraordinary students every year
- The one-year program consists of demanding sales preparation and training such as role-play exercises, a mentorship program, and sales procedures
- The Professional Selling Track is nationally recognized as one of the 120 specialized sales undergraduate program

**Delta Sigma Theta Sorority, Inc.** – Orlando, FL  
Historian

**March 2020 – Present**

- Developed marketing content for the chapter social media pages and increased interaction by posting 3-4 times per week
- Analyzed website traffic, redesigned website, and developed content to meet needs and interests of website visitors
- Identified and conserved artifacts of historical significance, including documents, and official records

**Walmart** – Lake Mary, FL  
E-Commerce Personal Shopper

**March 2020 – Aug 2021**

- Created two YouTube videos totaling in over 20,000 views regarding being a Walmart associate during the pandemic
- Generate new business by actively promoting services and offerings to customers during COVID
- Fulfill customer 126 orders daily by reviewing, locating, preparing, and packaging merchandise to ensure accuracy

## LEADERSHIP EXPERIENCE

---

**President's Leadership Council**, Student Ambassador

**March 2021 – Present**

- Serve the university by acting as a student advisory group to the president — extending the role of the presidency through their voice, contributions and values
- One of 35 student ambassadors who represent UCF at various presidential events, including appreciation receptions, university Board of Trustees' and state Board of Governors' functions, commencement and in the President's Suite at campus sporting events.

**American Marketing Association**, Vice President of Chapter Development

**Aug 2020 – Present**

- Created Mailchimp account to provide a more appealing form of email communication for members and chairs alike, overall offering an increased click through rate of 50% per weekly update
- Developed cohesive meeting and event marketing templates using Microsoft Word and PowerPoint to provide an easy format for all members to edit while offering consistent branding for organization

**First Year Experience**, Orientation Team Leader

**Jan 2019 – Jan 2020**

- Facilitated orientation for over 18,000 incoming students, working with the office of First Year Experience to resolve problems, improve operations, and provide exceptional customer service
- Assisted incoming students with transition to college life by providing one-on-one support and facilitating activities among assigned students and to create community bonds through engaging events

## HONORS

---

- Dean's List
- Awarded 2020 Miss Congeniality in the Miss University of Central Florida Pageant
- Inducted Member of John T. Washington Honor Society

**Spring 2020 – Spring 2021**  
**Spring 2020**  
**Fall 2019**