

Michael Sellers

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FINANCE STUDENT | MARKETING INTERN | BILINGUAL CUSTOMER SUPPORT SPECIALIST

Dedicated and results-driven Finance student with a strong academic record and diverse experience in customer support, marketing, and video editing. Proven ability to engage with clients and solve problems effectively, complemented by a strong foundation in data analysis and digital marketing strategies. Bilingual in English and Swedish, with a passion for continuous learning and professional development.

KEY EXPERTISE & CORE ACCOMPLISHMENTS

Customer Engagement

SEO Strategy

Financial Modeling

Problem Solving

Social Media Management

Content Creation

Video Editing

Data Analysis

Bilingual Communications

PROFESSIONAL EXPERIENCE

Cashier

June 2023 – Feb 2025

Day's Market - Provo, UT

Provided exceptional customer service in a fast-paced retail environment.

- Engaged with customers to ensure satisfaction and resolve issues.
- Utilized problem-solving skills to address customer complaints effectively.
- Assisted in inventory management and item location.

Call Center Agent (Swedish)

June 2022 - August 2022

Doterra Customer Support

Delivered high-quality customer support in Swedish, enhancing client relations.

- Resolved customer inquiries and issues through effective communication.
- Managed Doterra's online ordering system to assist customers.
- Tracked and located packages for timely delivery.

Missionary

May 2020 - May 2022

Church of Jesus Christ of Latter-Day Saints - Sacramento, CA & Stockholm, Sweden

Served a two-year mission, focusing on community engagement and digital outreach.

- Conducted in-person and online proselytizing efforts.
- Taught and mentored individuals in various settings.
- Did video editing for a national campaign targeting diverse audiences.

Cashier

July 2019 - May 2020

DP Cheesesteaks - Provo, UT

Managed customer transactions and order preparation in a busy restaurant.

- Provided friendly and efficient service to all customers.
- Handled cash and credit transactions accurately.

Marketing Intern

Sep 2018 - August 2019

Supported marketing initiatives through outreach and research

- Conducted SEO research and implemented strategies to enhance online presence.
- Specialized in .edu link building to improve website authority.
- Assisted in social media campaign tracking and content writing.

EDUCATION | CERTIFICATIONS | PROJECTS

Education

High School Diploma

Timpview High School, Provo, UT, May 2019

Associates Degree

Utah Valley University, Orem, UT

[E-diploma verification](#)

Pursuing Bachelor's Degree in Finance

Current Senior

Utah Valley University, Orem, UT

***Recipient of the UVU Presidential Scholarship*

Projects/Certifications

Tableau:

<https://public.tableau.com/views/TeslaSalesAnalysis>

Excel:

<https://uvu365-my.sharepoint.com>

https://uvu365-my.sharepoint.com/:x:/g/personal/10809081_uvu_edu/ESu4b8BO6N5HvayUHfMECroBhfAr0hzzxXQ65PhKD5Uk5g?e=wJIVPM

^Pivot Table Examples

Bloomberg:

<https://portal.bloomberforeducation.com/certificates/f5mVWEFaPyHsnNMbLd6x2gKA>

SKILLS & ADDITIONAL INFORMATION

Technical Skills

- Tableau
- Excel
- Bloomberg
- RStudio
- SEO Tools
- Social Media Platforms
- Da Vinci Video Editing

Awards & Honors

- UVU Presidential Scholarship, Utah Valley University

Additional Information

- Fluent in Swedish, Piano, and Chess