

# Autumn Thomas

BBA. Business Management



## CONTACT INFORMATION:

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## SKILLS:

Inventory management, customer service, leadership, financial management, merchandising, sales strategy, staff training, problem-solving, communication, time management, multitasking, organization, scheduling, data entry, attention to detail, computer proficiency, telephone etiquette, curriculum development, classroom management, instructional design, student assessment, technology integration, public speaking, critical thinking, career counseling, and collaboration, payroll, pension, human resources.

## LANGUAGES:

English (Native proficiency)

## REFERENCES:

Available upon request.

## PROFESSIONAL SUMMARY:

Accomplished business management professional with experience in driving operational efficiency and revenue growth. Skilled in strategic planning, financial oversight, and team leadership to achieve organizational goals. Proven track record of implementing process improvements and managing budgets effectively. Strong communicator and problem-solver, dedicated to fostering collaborative environments and delivering exceptional business results.

## WORK EXPERIENCE:

### HR Benefit Analyst – Trane Technologies

Davidson, NC

June 2024 – Present

. As an HR Benefit Analyst at Trane Technologies, I manage the administration of our pension plans and ensure accurate and timely payroll processing. I analyze and interpret complex benefits data, providing insights and recommendations to improve our programs. My role involves coordinating with various departments to ensure compliance with regulations and delivering exceptional support to our employees regarding their pension and payroll inquiries.

### High School Business CTE Teacher/ Head Softball Coach

Rockingham County Schools (Reidsville High School)

January 2023 – June 2024

Instruction and Curriculum Development: Design and deliver engaging, comprehensive business education curricula that align with state standards and prepare students for both college and career pathways. Utilize a variety of teaching methods to accommodate different learning styles and foster a dynamic classroom environment.

Student Assessment and Support: Assess student progress through a variety of evaluation methods, provide constructive feedback, and offer additional support to ensure academic success. Develop and implement individualized education plans (IEPs) for students requiring additional assistance.

Softball Program Leadership: Lead and manage the high school softball program, including overseeing practices, game strategies, and player development. Foster teamwork, sportsmanship, and a positive athletic experience for all team members.

### Center Store Manager – European Wax Center

Burlington, NC

August 2021 – January 2023

Operational Leadership and Inventory Management: Oversee daily operations of the center store department, ensuring optimal product availability, inventory accuracy, and compliance with company standards. Implement merchandising strategies, manage stock levels, and lead a team to achieve sales goals while providing exceptional customer service and maintaining a clean, organized store environment.

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## TECHNICAL SKILLS:

- Financial Analysis
- Data Analysis
- Project Management
- Spreadsheet Software (e.g., Excel)
- Enterprise Resource Planning (ERP) Systems
- Customer Relationship Management (CRM) Software
- Database Management
- Business Process Automation
- Payroll

## EDUCATION:

Winston Salem State University  
2018-2021

Bachelors of Arts, Business  
Administration, Management

University of North Carolina at Charlotte  
2024- Current

Masters of Arts, Business Administration,  
Education

## Awards:

Academic Achievements  
Athletic achievements  
Scholarships  
Certificate in Training completion for  
United Healthcare.  
Dean's List  
Employee of the month (Target)  
Community Awards / Recognitions  
Sales Achievement Award

## WORK EXPERIENCE:

### ***Patient Service Coordinator - MyEyeDr***

Greensboro NC

January 2021- August 2021

- Efficiently manages patient schedules, ensures seamless communication between patients and healthcare providers, and handles administrative tasks such as patient intake, appointment scheduling, and insurance verification. This role requires excellent organizational skills, attention to detail, and a commitment to providing compassionate and professional patient care.

### ***Provider Services Representative – United Health Group***

Greensboro NC

February 2021- August 2021

- A liaison between healthcare providers and the insurance company, ensuring accurate and timely resolution of provider inquiries and claims issues. This role involves maintaining strong relationships with providers, facilitating credentialing processes, and delivering exceptional customer service to ensure compliance with policies and satisfaction with services.

### ***Style Consultant/ Cashier – Target***

Winston Salem NC & Burlington NC

May 2017 – January 2021

- Provides personalized fashion advice and assistance to customers, helping them to discover and select clothing and accessories that suit their individual styles. This role involves maintaining up-to-date knowledge of fashion trends, creating visually appealing displays, and delivering exceptional customer service to enhance the shopping experience. processes customer transactions, handles cash, credit, and debit payments, and provides friendly and efficient service to ensure a positive shopping experience.

## EXTRACURRICULAR ACTIVITIES:

Small Business Owner: Uniquely Sweet Dessert Shop  
Makes Custom Cakes and Desserts for parties and etc.

Head Softball Coach & Adult League Softball Player