

Tabatha Karlowicz

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Professional Experience

Customer Service Team Member

Whole Foods Market – Glastonbury, CT | Dec 2023 – Present

- Operate POS systems to process transactions quickly and accurately.
- Provide friendly cashiering and efficient bagging to ensure a positive checkout experience.
- Answer and route incoming phone calls with professionalism.
- Process returns and exchanges at the customer service desk while resolving issues effectively.

Social Media Manager

DiGrigoli School of Cosmetology – West Springfield, MA | May 2023 – Nov 2023

- Managed content creation, scheduling, and publishing across multiple social platforms.
- Increased engagement through SEO strategies, analytics, and targeted campaigns.
- Maintained brand consistency and voice through content management systems.

Associate Badge

World Market – Manchester, CT | Aug 2022 – May 2023

- Assisted customers with product selection, promotions, and purchases.
- Answered phone inquiries and provided accurate information on store offerings.
- Processed returns and exchanges with professionalism and accuracy.

Sales Associate

Total Wine & More – Manchester, CT | Jan 2022 – Aug 2022

- Guided customers in selecting products and processed sales transactions with accuracy.
- Delivered excellent service by providing knowledgeable product recommendations.
- Maintained attention to detail in cash handling and customer interactions.

Digital Marketing Intern

Advanced Window Systems – Cromwell, CT | May 2021 – Sep 2021

- Produced blogs, manuals, and marketing content using WordPress and Adobe InDesign.
- Applied SEO strategies to increase web traffic and visibility.
- Assisted with campaign development and strategic communications.

Additional Roles

- Pholy – Server | Dec 2021 – Jan 2022 | Delivered efficient service and maintained accuracy in fast-paced dining.
- Rhode Island College – Café Worker | Sep 2018 – Dec 2018 | Provided customer service and handled transactions.
- Sonny's Place – Attractions Associate | Jun 2018 – Aug 2018 | Ensured guest safety and provided attentive service.

Education

BA in Communications, Focus in Advertising

Rhode Island College, Providence, RI — 2017–2021

Studied abroad in Seoul, South Korea — Fall 2019

Technical Skills

POS Systems • Microsoft Office Suite • Adobe Creative Cloud • WordPress • Social Media Platforms (Instagram, Facebook, TikTok, LinkedIn) • SEO Tools • Phone Management • Team Leadership