

Justine Carmine-Baron

jjcarmine@gmail.com | (215) 906-6638 | Bend, OR 97701

PROFESSIONAL SUMMARY

Dynamic professional with a strong record of driving results in the hospitality, outdoor, and non-profit sectors. Skilled in relationship management, team leadership, and project coordination, consistently driving growth in sales and customer satisfaction. Proficient in QuickBooks and data analysis, with a focus on reducing financial errors and improving accuracy. Passionate about building inclusive communities through strategic partnerships and effective cross-cultural communication. Selected as the first Erasmus+ Scholarship recipient at Gonzaga University, recognizing academic excellence and global leadership potential.

WORK EXPERIENCE

Central Oregon Builders Association | July 2024 – January 2025

Membership and Sales Assistant

- Increased new memberships through strategic proposal development within six months.
- Delivered exceptional customer service to over 500 members.
- Streamlined membership records management using QuickBooks, reducing processing errors by 20%.
- Enhanced client retention by refining the enrollment process for new members.

Sisters Bakery | October 2023 – July 2024

Wholesale Account Manager

- Developed strategic relationships with over 30 wholesale partners, resulting in a 25% increase in sales.
- Maintained a 90% account renewal rate through effective communication and trust building.
- Analyzed market trends to inform strategic decision-making, boosting wholesale profitability.

BlackStrap Industries | February 2022 – October 2023

Customer Service Representative

- Managed key international accounts across four countries.
- Led cross-functional teams, improving delivery timelines and stakeholder satisfaction.
- Trained new hires on operational tasks, increasing team productivity.

Smith Teamaker | September 2020 – January 2022

Tasting Room Manager

- Collaborated with leadership to launch a new café and retail space, achieving significant revenue milestones.

- Implemented a leadership training program, improving management effectiveness company-wide.
- Improved staff retention by 25% through leadership training, mentoring, and creating a positive workplace culture.

EDUCATION

Gonzaga University, School of Leadership Studies • Expected October 2025

Master of Arts in Organizational Leadership

SKILLS

Enrollment and Membership Management:

Application Management | CRM Proficiency | Process Improvement | Data Analysis

Relationship Management:

Customer Service | Cross-Cultural Communication | Client Retention

Project and Team Leadership:

Cross-Functional Collaboration | Training & Development | Strategic Planning

Technical Skills:

QuickBooks | SAP | Microsoft Office Suite (Excel, Word)

AWARDS AND HONORS

- Erasmus+ Scholarship Recipient – Awarded competitive EU scholarship to study abroad at West University of Timisoara, Romania, demonstrating academic excellence and cross-cultural engagement (Spring 2025)
- Achieved Dean's List at Marywood University (May 2009)