

Ella Tran

ellaktran@gmail.com | Boston, MA | [LinkedIn](#)

Education

Arizona State University, W. P. Carey School of Business

May 2029

Candidate for BA in Applied Business and Technology Solutions

Experience

Beacon Bank

Worcester, MA

Call Center Representative

February 2026-Present

- Handle 50+ inbound calls daily, resolving account, fraud, and transaction inquiries for personal and business banking customers
- Build rapport and trust by actively listening and providing clear, accurate account and product information, including throughout a large bank merger
- Log and track customer cases in Salesforce to support follow-up and escalations

Spinning Wheel Stories, LLC

Boston, MA

Marketing and Social Media Manager

February 2025-September 2025

- Managed Instagram, TikTok, X, and the company website for a children's publishing startup, keeping all content consistent with the brand's voice and visual identity
- Designed graphics, short-form video, and marketing materials using Canva, Adobe InDesign, and Final Cut Pro
- Contributed to marketing strategy, including campaign planning, content ideation, and messaging, and tracked engagement to guide future content

Starbucks Coffee Company

Newburyport, MA

Barista

May 2025-January 2026

- Delivered fast, accurate service in a high-volume store while handling cash, inventory, and opening and closing duties
- Built strong relationships with regular customers through friendly, personalized service

The Children's Center for Communication - Beverly School for the Deaf

Beverly, MA

Special Education Teaching Assistant

June 2024-August 2024

- Provided 1-to-1 support to five students with complex needs, communicating through spoken English, American Sign Language, and AAC devices
- Supported the classroom teacher in delivering adapted lessons and recorded daily progress data for students

Hamilton Wenham Public Library

South Hamilton, MA

Library Page

May 2021-March 2024

- Organized and shelved books and periodicals using the library's classification system, keeping materials accurate and easy for patrons to find
- Helped patrons locate materials and recommended books based on their interests

Certifications & Skills

Certifications: Bloomberg Market Concepts (2026), Bloomberg Finance Fundamentals (2026); HubSpot Content Marketing (2025); HubSpot Social Media Marketing (2025); Adobe InDesign CC Essentials, Udemy (2025)

Technical: Salesforce (Trailhead training), Microsoft Excel, Bloomberg Terminal, Adobe InDesign, Canva, Final Cut Pro

Languages: English (fluent); Spanish (proficient, Massachusetts Seal of Biliteracy)