

EMILY MILAN

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EDUCATION

Bachelor of Science in Business Administration, Information Systems
University of Nevada, Las Vegas, NV

TECHNICAL SKILLS

Certifications: Computer Literacy for Mac and Windows 10

Systems: Windows, Mac OS X

Databases: SQL, Relational Database (Microsoft SQL Server, Azure SQL Database, Oracle, MySQL)

Languages: Java, Python, C#, C++, R

Software: Figma, Sketch, Adobe XD RapidMiner, RStudio, Tableau, MS Office

PROJECT EXPERIENCE

Coffee Shop Delivery App - Innovation Project

Nov 2023 – Dec 2023

- Attained top-ranking scores in the class for our exemplary prototype and design work.
- Developed and designed a delivery app prototype using Figma.
- Created a customer journey and empathy map that visually illustrates the user interactions and touchpoints.
- Conducted user testing to gain deeper insight into the user experience.

Student Database Involvement System - Database Design & Implementation Project

Nov 2023 – Dec 2023

- Created a database structure using MySQL that organizes the student involvement system at UNLV.
- Constructed an entity relationship diagram and logical schema that are related to the business values.
- Implemented all tables with at least 50 records that were specified in the database design.
- Developed queries that generated reports to support decision-making and address business problems.

Dice Game - Java Program Project

April 2023 – May 2023

- Developed a Java program to simulate a dice game between two players, each with two lives.
- Implemented user interaction in the dice game by leveraging the Random and Scanner packages.
- Established a results system in the Java program, outputting game outcomes as players lose lives.

RELEVANT WORK EXPERIENCE

Inside Sales Benefit Advisor

July 2024 – Current

One Digital Advanced Health

Chicago, IL

- Advised clients on Medicare Advantage plans through both inbound and outbound leads, providing tailored recommendations to meet their healthcare needs.
- Completed 462 sales year to date, including 231 during the Annual Enrollment Period.
- Achieved a 74% client retention rate exceeding the company average rate of 60%.
- Consistently performed as part of the company's top team during the Annual Enrollment Period, exceeding performance benchmarks.

Call Center Representative

July 2023 – July 2024

Lead Driver

Las Vegas, NV

- Dial approximately 300-400 outbound calls daily and achieve 20-25 leads every week.
- Report updated daily log reports to upper management.
- Train new employees and teach them how to exceed within their position.
- Review consumer accounts and provide updates and information regarding certified documents.

Team Lead

March 2022 – Aug 2022

Civic360

Las Vegas, NV

- Empowered over 3,000 Las Vegas residents by successfully registering them to vote.
- Reviewed voter registration forms to meticulously identify and rectify errors, ensuring a 100% accuracy rate.
- Provide information about the voting process and answer any questions.
- Meet daily goals for voter registration and pledges to vote.