

AMY RENEE SANTIMAW

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PROFESSIONAL SUMMARY

Marketing graduate of Oklahoma State University (May 2026) with hands-on client-facing experience as a Customer Success Manager and fluency in cutting-edge AI tools (Claude AI, Microsoft Copilot). Combines a data-driven approach, backed by Power BI certification, with formal sales training from a Professional Selling Simternship™ to bridge customer insight, strategy, and results. Proven leadership managing creative projects and event execution. Seeking to bring an analytical, relationship-first mindset enhanced by AI capability to a dynamic marketing or sales team.

EDUCATION

Oklahoma State University, Stillwater, OK

Graduated May 2026

B.S. Business Administration, Major: Marketing, Minor: Public Health | GPA: 3.0

SKILLS

Customer Relationship Management • Data Analysis & Visualization (Power BI) • Sales Prospecting & Discovery • Cross-Functional Collaboration • Event Planning & Execution • Microsoft Office Suite

CERTIFICATIONS

- Microsoft Copilot: Better Prompts, Agents & AI in M365 Apps, Knowledge Accelerators, via Coursera (Aug 2026)
- AI Fundamentals with Claude, Advancing Women in Tech (AWIT), Anthropic, via Coursera (Aug 2026)
- Professional Selling Simternship™, Stukent (Apr 2026)
- Data Analysis and Visualization with Power BI, Microsoft, via Coursera (Nov 2025)

WORK EXPERIENCE

Customer Success Manager / *K48 Partners, McKinney, TX*

Feb 2024 – Present

- Manage a portfolio of 3 client accounts, driving product adoption of innovative technology solutions and consistently achieving high customer satisfaction
- Partner cross-functionally with clients to align business strategy and technology use, translating customer goals into measurable outcomes

Server / *Barros Pizza, McKinney, TX*

Aug 2021 – May 2023

- Delivered accurate, efficient order processing via POS system while maintaining high customer satisfaction in a fast-paced environment
- Balanced customer service and cleanliness standards simultaneously, reflecting strong multitasking under pressure

Customer Service Associate / *Bittersweet Ivy Boutique, Frisco, TX*

Jul 2020 – Jul 2021

- Elevated the customer shopping experience through attentive service, merchandising, and sales floor upkeep
- Supported daily retail operations including inventory stocking and store presentation standards

LEADERSHIP & INVOLVEMENT

Banner Chair / *Alpha Chi Omega, Stillwater, OK*

Aug 2022 – May 2026

- Design and produce event banners and creative materials for chapter and campus-wide events

Homecoming Harv Carv Director / *Alpha Chi Omega, Stillwater, OK*

Dec 2024 – Oct 2025

- Led planning, design, and execution of the chapter's homecoming Harv Carv competition on a fixed timeline

Volunteer / *Wings of Hope*

Fall 2022 – May 2026

- Contributed to raising ~\$30K in partnership events supporting domestic violence survivors, in collaboration with Alpha Chi Omega

Service Member / *Into the Streets*

Fall 2022 – May 2026

- Provided outdoor home maintenance support through a senior care assistance program