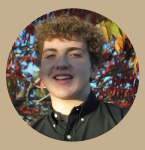

Mattia Echchaibi

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Strategic Communication Professional with 5 years of experience in enhancing operational efficiency and fostering team collaboration. Demonstrates expertise in strategic communication, team leadership, and relationship building, driving organizational success through effective messaging and engagement initiatives. Skilled in quality control and operational efficiency, with a focus on delivering results and optimizing processes.
Hardworking Shift Leader gifted at reviewing team tasks to assure quality. Engaging and personable coach and employee trainer successful at maximizing team productivity. Consistently recognized for hard work, attention to detail and goal achievement.

Work history

Shift Leader
Sweet Cow Ice Cream, Louisville, CO — *2021 - Current*

- Lead shift operations, ensuring top-tier customer service and product quality.
- Train and mentor new staff, maintaining adherence to company standards.
- Address customer issues professionally, enhancing satisfaction and loyalty.
- Implement safety protocols, ensuring a clean and secure environment.
- Collaborate on process improvements, boosting operational efficiency.

Strategy Intern
TDA_Boulder, Boulder, CO — *May 2025 - August 2025*

- Analyzed problems and worked with teams to develop solutions.
- Sorted and organized files, spreadsheets, and reports.
- Prepared project presentations and reports to assist senior staff.
- Explored new technologies and approaches to streamline processes.
- Strengthened communication skills through regular interactions with others.
- Adaptable and proficient in learning new concepts quickly and efficiently.

Websites, Portfolios, Profiles

- LinkedIn

Skills

- Effective strategic communication
- Staff development
- Development
- Stakeholder Engagement
- Relationship Building
- Inventory Management
- Quality Control
- Operational Efficiency
- Data Entry
- Event Coordination
- Customer Service
- Team Leadership
- Cash Handling
- Crisis Management
- Social Media Strategy
- Graphic Design
- Content Creation
- Digital Marketing
- Analytical Thinking
- Public Speaking

Real Estate Intern

E and L Team, Boulder *January 2022 - June 2022*

- Assisted in property market analysis, enhancing decision-making with detailed reports.
- Supported client meetings, fostering relationships and improving customer satisfaction.
- Collaborated on marketing strategies, contributing to successful property listings.
- Managed property databases, ensuring accuracy and streamlined access for team efficiency.

Scooper/Cashier

Sweet Cow Ice Cream, Louisville, CO *2020 - 2021*

- Greeted customers warmly, ensuring prompt service and resolving flavor inquiries efficiently.
- Managed transactions with precision, maintaining register accuracy and minimizing errors.
- Collaborated with team during peak times, ensuring smooth operations and customer satisfaction.
- Maintained cleanliness and safety, adhering to food standards for a secure environment.
- Monitored product quality, ensuring consistency and adherence to Sweet Cow's standards.

Education

Bachelor of Science in Strategic Communication and Advertising — Expected in January 2026

University of Colorado Boulder, Boulder, CO

Links

LinkedIn

Languages

Italian