

RICHARD GALOVAN

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INTERNATIONAL RELATIONS

A dedicated and hard-working individual focused on pursuing a career in Sales, Marketing and International Relations. Exceptional oral and written communication skills that are highlighted with fluency in the Spanish language. Exposure to living and traveling across Latin America for more than three years. Ability to employ diplomacy and maneuver solely or work as a respected team leader to achieve goals and objectives. Recognized for dedication, honesty and unsurpassed work ethics.

AREAS OF STRENGTH

**GLOBAL BUSINESS DEVELOPMENT • SALES AND MARKETING • CUSTOMER SERVICE AND RETENTION
QUALITATIVE AND QUANTITATIVE RESEARCH • LOYALTY PROGRAMS • NETWORKING • CLOSING DEALS**

EDUCATION

BRIGHAM YOUNG UNIVERSITY; Provo, UT

Bachelor of Arts Degree: June 2014 – GPA 3.1

*Major: International Relations • Emphasis: Economics/Latin American Studies/Spanish
Additional Areas of Concentration: Political Science, Econometrics, Calculus, Logic, and Global Institutions.*

QUALIFICATIONS SUMMARY

Sales Skills: Managed sales of pest control products serving the Houston metro and surrounding areas. Prospected potential cold accounts in a challenging business environment by selling door-to-door and grew account base from zero to averaging 125 accounts in less than four months. Follow-up with clients with respect to purchase orders, quality issues, and technical support.

Customer Service: Diverse customer service experience in both restaurant environments and selling products and services door-to-door. Unique ability to build strong, lasting relationships with people quickly. Demonstrates product knowledge, and exceptional follow-through skills to maximize business and personal integrity.

Project Management: Provided leadership to a team of ten missionaries during a two-year mission across Latin America on behalf of the Church of Jesus Christ of Latter-day Saints. Trained and mentored missionaries from the U.S., Guatemala, El Salvador, Nicaragua, Honduras, and Belize.

Spanish Proficiencies: Completed 19 credit hours of Spanish language studies and two years of language immersion in Honduras. In addition, regularly volunteer as a Spanish translator for the LDS Missionary Training Center and for a local hospital.

Digital Media Editing/Production: Supported local Hispanic business enterprises and ad agencies with producing Spanish language television commercials and news segments. Hands-on involvement in all areas of planning, editing, writing, filming, and producing commercials.

EMPLOYMENT HISTORY

UTAH STATE LEGISLATURE - Salt Lake City, Utah

01/2014 – 03/2014

INTERN – HOUSE OF REPRESENTATIVES

Served as a policy analyst and assistant to Representatives Marc Roberts and Brian Greene. Focused extensively on working with the Office of Legislative Research, constituents and other legislators in the House and Senate. Gathered case study data while simultaneously working personally with economics professor, Erich Muehlegger, of the Harvard Kennedy School of Government. Responded daily to constituent emails, letters and phone calls. Often shadowed both representatives to various hearings and committee meetings. Wrote multiple pages of talking points and bill summaries that were distributed in the House and Senate during important votes on bills.

RELIANT PEST CONTROL - Houston, Texas

Summer 2009, 2010 & 2012

SALES AND ROUTE COORDINATOR

As Sales Representative worked diligently to sell pest control products and services door-to-door. During the second summer with Reliant, served as Route Coordinator. Trained and mentored up to five sales reps that served the greater Houston metro and surrounding areas. Daily shifts average between 10-to-12 hours. Excelled at overcoming sales objections; served as liaison between other sales associates, technicians and homeowners. Secured approximately 100 new accounts in 2009; grew account base to nearly 150 new accounts in 2010. Sales commissions exceeded \$15,000 in 2009 and \$22,000 in 2010. Earned \$13,000 in commissions in 2012 in just one month.

OUTBACK STEAKHOUSE - Orem & Layton, Utah

10/2007 - Present

WAITER

Work with enthusiasm to serve guests while maintaining cleanliness, respect and attention to detail. Recognized on several occasions by management and customers for dedication and strong work ethic. Current certifications include Food Handlers Permit and Alcohol Seller Certification Card.

UNIVISION TELEVISION - Salt Lake City, Utah

01/2006 – 06/2006

PRODUCTION ASSISTANT

Assisted in digital media editing for a Spanish language television network in Salt Lake City. Responsible for planning, editing, writing, filming, and producing commercials and some news projects.

INTERNATIONAL EXPOSURE – LINGUISTIC CAPABILITIES

Volunteer / Translator: MALIHEH FREE CLINIC; Salt Lake City, Utah 2013 - Present

Perform Spanish translator services supporting patients and staffs at Maliheh Free Clinic.

Mission: HONDURAS — SAN PEDRO SULA MISSION, 2004 - 2006

Traveled for two-years in Honduras on behalf of The Church of Jesus Christ of Latter-day Saints. Served as leader for between six-and-ten full-time missionaries. Completed prerequisite cultural and language studies at the Missionary Training Center in Provo, Utah.

TECHNICAL PROFICIENCIES

WORD • EXCEL • POWERPOINT
INTERNET APPLICATIONS • SOCIAL NETWORKING APPLICATIONS

*Earned "Eagle Scout" Recognition, 2001