

Garrett Tocci

Business Designer

A thinker. A creator. An optimist. Driven by a passion for people and a pursuit to make an ever-lasting impact. Through understanding and collaboration, I believe that we can achieve anything. My creativity, persistence, and patience, have bred an eager need to work alongside individuals who want to push the boundaries of what is possible.

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SKILLS

Adaptability

Analytical & Critical Thinking

Attentiveness

Empathy

Problem-Identification

Team Development

WORK EXPERIENCE

Investor Analyst

Kroll Bond Rating Agency

09/2019 - 06/2022

Horsham, PA

Skills

- ◇ **Personability** - At the core of this company stands a pillar of 'excellence and integrity', which made way to a basis of trust. This sense of familial culture grew an eager need to take on a greater work load and create more meaningful connections with my co-workers. From this came a more effective and enjoyable working relationship as I grew to understand their personalities.
- ◇ **Teamwork** - I discovered the impact of well-catered mentorship and close collaboration from being part of a small tight-knit team. Finding a variety in perspectives brought an opportunity to broaden my own knowledge base on multiple fronts. This comfortability and comradery in the workplace built up enthusiasm, while providing a strong foundation for me to train new-hires.
- ◇ **Time Management** - Since credit reports needed to be reviewed and published at the end of every month, I was required to complete my portfolio of 1,500 multifamily Freddie Mac properties in a timely manner. To allow both reviewers and myself sufficient time to provide feedback and make revisions, respectively. Further developing my accountability and organizational skills to meet these deadlines.

Customer Experience Analyst

Toll Brothers

09/2018 - 03/2019

Horsham, PA

Skills

- ◇ **Empathy** - Being placed at the forefront of resolving customer dismay allowed me to understand the power of perspective. Since I was consistently prompted to think about how they would think, feel, and act throughout the home-building journey, I adopted a better sense of emotional resonance. Realizing a customer is more than a metric and that their emotional experience drives business success.
- ◇ **Leadership** - Working under a decisive and accomplished leader was very fortunate and undoubtedly made for a great role model. Although our leader was effective at getting work done, there were times our team struggled with discussion. This is where I saw a learning opportunity for leadership to bridge the gap between capability and execution, with encouragement being the catalyst for success.
- ◇ **Detail Oriented** - While boasting a well-respected reputation, being part of a large company can result in diminished individual impact. However, this became the perfect opportunity to focus more on the minutiae. Ensuring that each project displayed a significant amount of thought and consideration by acting as my own inquisitor.

◆ WORK EXPERIENCE

Customer Relations Staff

Jules Thin Crust

07/2015 - 09/2018

North Wales, PA

Skills

- ◇ **Communication** - Given how customer-facing this job was, I developed a newfound passion for customer relations. While this benefited the bottom-line, I realized my own fascination for conversation and relationship-building. Discovering a deeper appreciation for customer behavior and tactics for navigating conflict.
- ◇ **Customer Service** - Under a business model that emphasized customer experience, I witnessed the influence a customer-first mentality had on business growth. Recognizing that a relationship with the customer was more than transactional fomented a more neighborly bond. As a consequence of building a this form of relationship, we would assume their return and promote organic growth.
- ◇ **Problem-Solving** - As a proponent of the customer-first mentality, there have been plenty of instances in the food service industry when upholding this can be challenging. However, knowing the importance of customer satisfaction, puts both patience and critical-thinking to the test. Balancing the two made the customer feel heard and understood, resulting in their appreciation and loyalty.

◆ VOLUNTEER EXPERIENCE

Counselor

PALS

07/2021 - Present

Volunteer-led programs that change attitudes, transform lives, and inspire a world of belonging.

Mission

- ◇ Created a fun and welcoming environment for Down syndrome participants and other volunteers so they felt genuinely supported and cared for

Childcare Volunteer

IVHQ

09/2022 - 10/2022

Lima, Peru

Volunteer programs that empower socially-conscious travelers to make a meaningful impact, foster cultural exchange, and expand their horizons.

Mission

- ◇ Aided, prepared, and supervised the early childhood education process alongside local teachers and caretakers

◆ EDUCATION

B.S.B.A in Business Analytics and Real Estate Management

Drexel University

09/2017 - 06/2022

Philadelphia, PA

Courses

- ◇ **Dean's List**, 2017 - 2022
- ◇ **Founder's Scholarship**, 2017 - 2022

◆ PERSONAL PROJECTS

Frank Addante Case Study (09/2021 - 12/2021)

- ◇ Analyzed the impact of different team compositions and the affect each had on subsequent business success
- ◇ Discovered how incentivizing with equity splits was crucial in surmounting various complications stemming from ownership

Knight the King: The Founding of Nike Case Study (09/2021 - 12/2021)

- ◇ Ascertained deep experiential knowledge for navigating the rise and fall of a business venture and how to ensure the pace of growth aligns with long-term goals
- ◇ Developed a better understanding of how to capture opportunities within a dominated market

Restaurants on the Run Case Study (09/2021 - 12/2021)

- ◇ Conveyed how imperative self-awareness and discipline is in the nascent stages of a startup, as it could hamstring and potentially extinguish growth
- ◇ Determined that company culture can shape the model of a business and formality is necessarily indicative of success