

PROFESSIONAL
SUMMARY

Highly ambitious, ethical Human Resource graduate with a strong educational background. Proficient in comprehending, analyzing and applying information to complete task at hand. Ability to handle HR work professionally, with thorough understanding of the importance of external and internal communication protocols. Dedicated to assist with on-boarding process, payroll, benefit, wellbeing of employees and other daily operations.

SKILLS

Fast learner	Interpersonal and written communication
Highly dependable	Project management
Excellent attention to detail	Skilled in Salesforce, Excel, Powerpoint
Extremely organized	Team leadership

WORK HISTORY

Director of Client Care • *Ideal Image*

Philadelphia, PA • March 2017 to Present

- Greet guest in friendly manner and make sure they have a great experience while in our center
- Operate multi-line phone while taking care of guest concerns about services and account
- Schedule guest for follow-up appointments using salesforce and place reminder calls/texts
- Receive guest payments in the form of cash, check, CC card and make bank deposits
- Upsell/sell additional treatments and or services to new and existing guest
- File and pull charts for medical professionals for following day appointments
- Communicate effectively with medical professionals and lead sales consultants

Receptionist • *Life Quality BMW*

Brooklyn, NY • August 2016 to December 2016

- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance.
- Kept track of sales related transactions
- Answered multi-line phone and directed calls to proper personnel
- Operated DealerSpeed and DealerSocket daily
- Coordinated office inventory by restocking supplies and placing purchase orders.
- Monitored premises security, screened visitors, updated logs and issued passes.
- Provided clerical support to company employees, including copying, faxing and filing, mail distribution

Admissions and Access Peer Mentor • *CUNY- Guttman Community College*

New York, NY • September 2014 to August 2016

- Presented campus related information through group information sessions, and led campus tours for counselors and students of up to 50 participants
- Conducted at least 20 one-on-one individual meetings on a daily to inform students about resources and opportunities the college has to offer
- Interacted with perspective students and families via telephone and social networking sites throughout the recruitment season
- Act in various hospitality related roles at a wide variety of events and activities including mentor leadership development trainings

EDUCATION

Human Resource Management & Leadership – B.B.A, *Brooklyn College of the City University of NY*

Brooklyn, NY • 2017

Business Administration – A.A, *Guttman Community College of the City University of New York*

New York, NY • 2015