

Jessica M. Moskal

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EDUCATION:

Villanova University, School of Liberal Arts Villanova, PA

May 2018

Major: Communications | Specialization: Public Relations

Dean's List for Academic Excellence Spring 2015

EXPERIENCE:

Bloomberg L.P., New York, NY

June 2018 - Present

Global Customer Support Representative & Operations and Coordination Assistant

- Served as the front line of support for Bloomberg customers and employees
- Created, collaborated and communicated to monitor orders, the internal ticketing system, inbound and outbound calls
- Identified and researched inquiries, adding value by pre-empting possible future issues
- Greeted and interacted with guests and employees offering a high-level of customer service while positively enforcing policy to help the building operate smoothly
- Managed and maintained the reception desk, guest registration system and reception inbox
- Assisted in executing successful meetings and events (badges, seating, guest list)

Bloomberg L.P., New York, NY

Summer 2017

Chief Operating Office Intern

- Created and maintained spreadsheets used to assist in developing and tracking budgets
- Assisted with strategic initiatives across the operations department including data analysis and due diligence
- Performed root cause analysis in the internal ticketing system to further identify historical trends
- Coordinated events for Bloomberg Philanthropy and Engagement including Intern Day of Service for 338 interns
- Attended on-site visits to assist external customers with hardware issues

Clinique Laboratories LLC, New York, NY

Summer 2016

Global Communications Public Relations Intern

- Managed projects instrumental to the Global Communications team
- Tracked Clinique's bloggers on Cision and their competitor's best lines/events to spark new ideas
- Assembled and assigned product bags, selected products that were most fitting for a wide array of makeup artists
- Contributed ideas for future press releases, events, and product lines

Scholes Electric & Communications, Piscataway, NJ

Summer 2014 - 2015

Accounting and Project Management Intern

- Provided full administrative support to Accounting/Purchasing/Project Management departments
- Handled financial inquiries regarding client contracts and invoices
- Prepared and coordinated detailed meeting documents for Chief Financial Officer/Vice President
- Prepared billing and invoicing documents related to corporate accounts.
- Maintained project-related records, including billings, expenses, tickets, and other documents

Kappa Kappa Gamma Zeta Iota Chapter

2015 - 2018

Member & Recruitment Committee

- Organized various charity events (bake sales, Hoops for Hope) to raise funds for Breast Cancer Awareness
- Developed further time management and organizational skills through time commitment of 4 hours per week, consisting of weekly chapter meetings and event participation to positively foster impact of chapter on campus.

Tab Ramos Sports Center, Aberdeen, NJ

Summer 2013

Event Planner

- Assisted with marketing strategies for future camp/birthday party events
- Oversaw day-to-day management of schedule coordination

LEADERSHIP ACTIVITIES & WORK:

Division I Women's Soccer, Villanova Wildcats

2014 - 2015

- Developed strong teamwork and time management skills both on and off season
- Gained leadership experience on the field
 - Committed to 20+ hours per week of soccer, in addition to being a full-time student

Residential In-Home Child Care Provider

2012 - 2018

- Experience with children of all ages, varying from infants-13 years old

SKILLS:

- Skilled in Microsoft Office, Public Speaking, Organizational Skills, Detail-Oriented, Fluency in Polish, Cision, Emque