

# JEREMIAS HERNANDEZ

(631) 346-2565 | jeremiasbhacruz@gmail.com | Riverhead, NY 11901

## EDUCATION AND HONORS

**Binghamton University, State University of New York**

*Bachelor of Arts in Economics*

**Cumulative GPA:** 3.30/4.00

**Binghamton, NY**

*Expected December 2021*

## PROFESSIONAL EXPERIENCE

**Gabriel Loren the Salon**

*Administrative Assistant*

**Riverhead, NY**

*July 2018 – Present*

- Coordinated client appointments and improved booking software user experience by introducing rebooking and client notes
- Executed weekly inventory control modifying monthly supply amounts based on ongoing customer requests
- Tracked incoming and outgoing receipts and packages to maintain a current financial and operational report
- Created referral and incentive programs to increase new clientele and promote current client retention
- Optimized client booking system eliminating appointment redundancies to increase weekly client service revenue by +25%

**Southampton Town Youth Bureau**

*Head Counselor*

**Flanders, NY**

*May 2017 – August 2019*

- Enforced local town policies and regulations ensuring campsite well-being, community standards, and compliance
- Facilitated conflict resolution sessions to increase campsite morale among campers
- Developed and conducted programs focused on diversity & inclusion, training and development, academic performance, and community service
- Managed key administrative duties including supply orders, maintenance requests, and incident reports, while providing detailed operation reports to program coordinators

**Arthur Murray Dance Studio**

*Instructor*

**Aquebogue, NY**

*February 2017 – May 2018*

- Oversaw event-planning and marketing logistics for four monthly open houses increasing average revenue by +23% yearly
- Reinforced front-end operations overseeing client appointments by utilizing customer relationship management software
- Promoted strong customer service using effective interpersonal and problem-solving skills to establish a welcoming, professional environment for students and staff engaging with the studio
- Collaborated with five instructors on dance sessions and workshops promoting positive social interactions amongst students

## LEADERSHIP EXPERIENCE

**Latino America Unida, Lambda Alpha Upsilon Fraternity, Inc.**

*Vice President*

**Binghamton, NY**

*May 2020 – Present*

- Implemented new automating software to send out monthly alumni newsletter and auto schedule social media posts
- Crafted Microsoft Excel spreadsheets for future members to track fines and dues made to chapter
- Orchestrated bi-annual chapter retreats to discuss long and short-term projects with general body members
- Spearheaded recruitment overhaul through meetings with National Recruitment Officer increasing chapter recruitment
- Scheduled mandatory training programs such as 20:1 Sexual Assault Prevention, Anti-Hazing Policy Seminars, and Diversity and Inclusion Training

**Binghamton Ballroom Dance Association**

*Event Programming Coordinator*

**Binghamton, NY**

*May 2020 – Present*

- Created and executed social media campaign with Marketing Director increasing Instagram interaction by +38% per post
- Oversaw committees involved in branding campaign to reach tight deadlines and maintain quality control of posts
- Reinforced team unity by planning bi-monthly bonding events promoting alumni relations with general body members
- Partnered with internal stakeholders on campus to promote health and wellness among Binghamton University students

## ADDITIONAL INFORMATION

**Technical Skills:** Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) | Adobe Photoshop

**Language:** Bilingual (English / Spanish)

**Organizations:** Latino America Unida, Lambda Alpha Upsilon Fraternity, Incorporated

**Volunteer Experience:** Southampton Youth Bureau, Christmas Shoppe

**Interests:** Human Resources, Talent Acquisition, Dancing, Cooking, Video Games, Sushi