

Anthony Ramirez

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Professional Summary

Aspiring IT professional with a strong foundation in operations, customer service, and digital tools management. Known for problem-solving, technical adaptability, and a keen ability to learn and apply new technologies. Experienced in managing scheduling software, maintaining online platforms, and ensuring secure handling of data. Motivated to build a career in IT, leveraging transferable skills to contribute to efficient systems management and innovative solutions in technology-driven environments.

Work Experience

Administrative Assistant

BeautyEmpress-Plainfield, IL

January 2023 to Present

- Manage front-desk operations, greeting clients, handling check-ins/check-outs, and providing an exceptional first impression in a fast-paced salon setting
- Coordinate appointment scheduling and calendar management using salon-specific software, ensuring efficient time allocation for stylists and minimizing client wait times
- Maintain accurate client records, including service history, preferences, and payment data, while safeguarding confidential information in compliance with data privacy standards
- Process daily transactions, track inventory, and order salon supplies to ensure uninterrupted operations and availability of essential products
- Communicate promotions and updates via phone, email, and social media, contributing to increased client engagement and booking volume
- Support salon staff by preparing client service areas, managing supplies, and maintaining cleanliness standards aligned with health and safety regulations
- Resolve client inquiries and concerns professionally and promptly, reinforcing client loyalty and enhancing service satisfaction
- Assist in basic bookkeeping tasks and weekly reporting to streamline business tracking and decision-making

Client Services Representative

BeautyEmpress-Plainfield, IL

December 2022 to Present

- Acted as the primary point of contact for clients, addressing inquiries and ensuring a high standard of customer service across various communication channels.
- Scheduled and managed appointments using [specific scheduling software], maintaining a seamless booking process and reducing scheduling conflicts.
- Built strong client relationships through proactive problem-solving and personalized follow-up, fostering loyalty and satisfaction.
- Enhanced the company's digital presence by managing updates to Google My Business, social media accounts, and the company website, attracting new clientele.
- Reviewed and utilized client feedback to improve services and better align with client expectations.

- Handled daily administrative tasks, including payment processing, client record maintenance, and inventory management, ensuring smooth operations.
- Maintained confidentiality of sensitive client information in compliance with data protection standards.
- Collaborated with team members to improve internal communication and deliver a consistent, high-quality client experience.

Furniture Finisher Assistant

Finishes by Partida

August 2016 to Present

- Prepared wooden surfaces for finishing, contributing to high-quality results in completed furniture pieces.
- Assisted in the transportation and positioning of furniture to streamline workflows.
- Maintained tools and equipment to support operational efficiency and prolong usability.
- Supported the lead finisher with mixing finishes and conducting quality inspections.

Operator

Great Kitchens Food Company-Romeoville, IL

May 2023 to May 2024

- Oversaw production line activities to maintain operational efficiency and minimize disruptions.
- Prepared production stations with necessary tools and materials, ensuring readiness and organization.
- Worked closely with cross-functional teams to address challenges and streamline workflows.

Kitchen Manager

Chipotle Mexican Grill-Oswego, IL

September 2022 to September 2023

- Directed food preparation activities while ensuring strict compliance with safety and hygiene standards.
- Trained and guided team members to enhance operational efficiency and deliver excellent customer service.
- Developed and implemented cleaning schedules to maintain a sanitary and organized work environment.

Amazon Warehouse Associate

Amazon Fulfillment Center-Plainfield, IL

August 2020 to July 2021

- Facilitated accurate order processing using RF scanners and maintained inventory control standards.
- Assisted in organizing and moving merchandise to meet daily operational goals.
- Resolved logistical challenges to support timely fulfillment of customer orders.

Team Member

Panda Express-Plainfield, IL

January 2020 to July 2020

- Prepared and served food items according to standardized recipes, ensuring consistency in quality.
- Maintained a clean and safe kitchen environment by adhering to food safety protocols.
- Delivered efficient and accurate service at the cash register to enhance the customer experience.

Education

High School Diploma

Romeoville High School-Romeoville, IL

August 2018 to May 2022

Associates Degree in Progress

University of Phoenix-Remote

Skills

- Workflow Optimization and Team Collaboration
- Administrative Efficiency and Record Management
- Inventory Management and Logistics
- Equipment Operation: RF Scanners, Forklifts, Heavy Machinery
- Problem Solving and Technical Adaptability
- Digital Tools and Online Platforms Management
- Client Relations and Customer Service

Certifications and Licenses

Forklift Certification

Food Handler Certification