

## **SHARON ABRAMSON**

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647-987-8996

Toronto, ON

*Customer service and results driven administrative professional, with experience in scheduling, relationship building, and issues management. Detail oriented and adaptable, with 10+ years of work experience in roles supporting a variety of programs, businesses, and clients.*

## **Experience**

### **Administrative Support and Office Coordination**

- Develop daily schedules including day to day activities, special programs, office operations, and client meetings
- Prioritize tasks based on urgency, visibility, and impact
- Ensure daily requirements are available and organized for the next day
- Provide support to management by coordinating supply orders, addressing staffing issues and scheduling, ensuring an organized workspace
- Maintain electronic and paper filing systems, sorted and distributed mail
- Reporting on financial transactions to management, providing updates and bringing forward any issues

### **Customer Service**

- Act as first point of contact for clients, visitors and customers, ensuring a positive, friendly, and efficient experience
- Track, address and solve client concerns; provide updates and ensure information is tracked and logged for Management
- Assess and understand client needs; provide customized product and process recommendations to clients
- Solve difficult client concerns and issues through de-escalation techniques, truly hearing and understanding the issue, understanding relevant policies and procedures
- Provide exceptional communication to customers, management, and external stakeholders via email, telephone, and in person

### **Programming and Communications**

- Schedule and update online and paper communications for programming and event updates; ensure up to date information for customers and clients
- Assist in implementation of events and outreach
- Receive and organize event and programming feedback, share feedback with Management team
- Develop programming for children and families, ensuring developmental needs and health and safety requirements are met

**Roles**

- Early Childhood Educator- The Workaround – 2019- Present
- Store Support Supervisor- Whole Foods – 2017- 2019
- Head Baker – The Flaky Tart – 2015-2017
- Camp Administrator- Goldman Union Camp Institute- 2011-2012

**Education/Qualifications**

- Early Childhood Education, George Brown College – 2019
- Baking Pre-Employment, George Brown College- 2013