

Shane Tomonia

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(718) 213 9565

SKILLS

- Knowledge of customer service, including handling complaints and resolving disputes
- Ability to communicate persuasively, and effectively both verbally and in writing
- Experience with development in HTML, CSS, JS, OOP, Node.js, express.js, API
- Shows a strong aptitude for setting priorities, controlling deadlines, and efficiently managing information and resources.

Professional Experience

Manager

Tiger Tennis Academy, Queens, NY

June 2021 - Present

- Overseeing a tennis academy's day-to-day operations, leading a group of coaches, and using software to manage client data and streamline communications resulted in a 35% retention rate.
- Utilize Excel, Mindbody, Referrizer, Heymarket, and Dropbox to streamline communication and manage client data.
- Improve team clarity and communication using organizational tools and systems like Notion and Dropbox to facilitate better teamwork and operations.

Sports Center Front Desk Clerk

Alley Pond Tennis Center, Queens, NY

September 2020 - November 2020

- Used point-of-sale (POS) systems to track customer accounts and collect payments daily, resulting in accurate financial records and transactions.
- Achieved high customer satisfaction by overseeing the operation of nine tennis courts and an indoor soccer field, ensuring a clean and safe environment, and providing exceptional customer service.
- Excellent customer service, including a warm welcome over the phone, in person, and information on policies and activities, increased repeat business.

Site Director

City Parks Foundation, Queens, NY

October 2016 - February 2020 (SEASONAL)

- Managed daily curriculums for two tennis sites, teaching children of all ages, resulting in increased learning and skill development
- Trained and worked with a team of coaches to implement lesson plans effectively, resulting in a positive and engaging learning environment
- Traveled to multiple locations and taught tennis to over 100 children daily, prioritizing health and safety and creating a positive and safe learning environment

EDUCATION

St. Johns University, Queens NY

September 2019- June 2020
Computer Science Major

Baruch College, NY NY

January 2021 - December 2021
Finance Major

Columbia Engineering-

***The Fu Foundation School of
Engineering and Applied Science***

January 2023 - June 2023
Full Stack Coding Boot Camp

