

Manager Manager Manager - PETZ Perfection Grooming Santa Clarita, CA Work Experience
Manager PETZ Perfection Grooming - Santa Clarita, CA 2016 to Present Developed an accounting system for book keeping on excel Manage and maintain website using Wordpress Prepare daily sales reports and monthly statements Responsible for managing employee's payroll Manage social media to promote grooming services and products to customers Assist employees with any task Manage customer information Report Payroll and Tax Returns Junior Project Manager Intern EMC Infotech - Santa Clarita, CA 2015 to 2016 Work under the direction of the project manager Assist in project scheduling and monitoring Document all change requests and approvals Coordinate team travel arrangements IT Technician - Service Desk Associate EMC Infotech - Santa Clarita, CA 2014 to 2015 Process inbound support calls Document incident call and resolution Communicate with customers regarding the issue resolution process Manage ticket escalation Emergency Department Volunteer Henry Mayo Newhall Memorial Hospital - Newhall, CA 2009 to 2012 Outpatient Surgical Center Volunteer Administrative Desk Volunteer Serve as liaison between the doctor/nurse and their patients Prepare files, data entry, running errands for staff Keep patient rooms cleaned and supply room stocked Education Graduate Certificate in Project Management California State University - Los Angeles, CA 2019 BA in Biology California State University - Northridge, CA 2013 to 2015 AS in Social and Behavioral Sciences College of the Canyons - Valencia, CA Skills Microsoft Office (10+ years), MS OFFICE (10+ years), Photoshop (Less than 1 year), Trello (2 years), training, Operations, Scheduling, Payroll

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