

Project Manager Project Manager Project Manager Tampa, FL Authorized to work in the US for any employer Work Experience Project Manager Amanda Kessler Productions - Los Angeles, CA January 2016 to January 2019 Orchestrated projects within strict time frames and budget constraints by employing critical thinking to solve complex problems and working closely with senior leaders Project scheduling and timeline management ensuring all project deadlines were met Delivered projects to the pre-determined budget, maintaining time parameters and quality standards Perform all written client communication throughout the duration of a project Managed project budgets through time tracking, expense monitoring, and resource allocation Assisted in growing client and vendor relationships Maintenance of detailed project documentation, in both physical files and online Maintained appropriate filing of personal and professional documentation Set-up and operated line for breakfast and lunch service Wrote reports and executive summaries Executed basic banking and bookkeeping tasks IT Remote Specialist Media Temple - Los Angeles, CA September 2016 to October 2017 Provided base level IT support to non-technical personnel within the business Managed call flow and responded to technical support needs of customers Evaluated and responded to incoming sales leads and requests for technical support assistance Resolved problems with malfunctioning products Assisted customers with order placing Researched, troubleshoot and resolved complex problems independently and remotely Monitored network performance and provided network performance statistical reports for both real-time and historical measurements Advocated for end-users to perform testing and problem analysis for server, desktop and IT infrastructure work Established compatibility with third party software products by developing program for modification and integration Worked closely with team members to meet or exceed all customer service requirements Office Manager Ware Law Group, P.A - Tampa, FL August 2012 to August 2015 Prepared documents such as; summons, subpoenas, appeals, motions, extensions, and pretrial agreements Greeted visitors with a professional appearance, ascertained purpose for their visit, and directed them to the appropriate staff member Interviewed clients before their initial consultation Screened incoming calls and emails Managed multiple calendars for the Attorney and Paralegal Maintained and organized the office inventory

Coordinated meetings/events/workshops/seminars as assigned, and assisted with the events budget Worked with the Paralegal to continuously improve the systems in place at the office Crew Member Trader Joe's - Tampa, FL January 2014 to January 2015 Assist customers by providing information and resolving their complaints Operating the cash register in a fun and efficient manner Bagging groceries with care Stocking shelves Creating signage to inform and delight customers Hosting product samples for customers Helping customers find their favorite products Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change Prepare and demonstrate informative food samples Barista Starbucks - Tampa, FL January 2012 to January 2013 Receive and process customer payments Prepare and serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas Provide customers with product details, such as coffee blend or preparation descriptions Discovering and responding to customer needs through clear and pleasant communication Helping my team in a dynamic retail environment, working together to keep the customers happy, work efficiently, and do a little better everyday L English (Fluent), Spanish (Advanced), French (Learning) E Education Associate in Business Marketing St. Petersburg College - Saint Petersburg, FL September 2012 to May 2014 High School Diploma Culver City High School - Culver City, CA June 2012 Links <https://www.linkedin.com/in/catherine-rivadeneyra/>

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