

Education

University at Buffalo / 2018

Bachelors of Arts in Communication ; Concentration: Marketing

12 Capen Hall, Buffalo, NY 14260

Experience

Sarin Thai Cuisine- Greenvale, NY

General Manager

May 2019-Present

- ◆ *Collect customer-behavior and employee efficiency data.*
- ◆ *Coordinate communication between front-of-house and back-off-house staff.*
- ◆ *Ensured compliance with all federal, state, and local hygiene and food safety regulations.*
- ◆ *Executed plans to improve customers experiences and increase loyalty.*
- ◆ *Spearheaded transition to CRM technology through Toast.*

Equinox Fitness Club-Roslyn & Great Neck, NY

Front Desk Manager

December 2020- July 2022

- ◆ *Lead a team of eleven members through day-to-day procedures ensuring operations run smoothly.*
- ◆ *Responsible for developing internal talent- hiring, training, overseeing and enabling team members.*
- ◆ *Accountable for the financial management of the department. Managed monthly and annual budgets, created reports, and presented to upper management.*
- ◆ *Lead team and cross-team meetings.*
- ◆ *Open/closed the club, managed daily Covid-19 check-ins, supported member services calls.*

Associate- Front Desk

October 2020- Present

- ◆ *Opened/ closed the club in Managers absence.*
- ◆ *Provided superior customer service to members.*
- ◆ *Ensured that the club met all of Equinox's standards for cleanliness, safety and security.*

Skills Summary

- ◆ *Microsoft Office (Word, PowerPoint and Excel), Salesforce, CRM MOSO, ARCON*
- ◆ *Strong experience utilizing cloud applications on Google Docs*
- ◆ *Confirmed leadership and team management skills*
- ◆ *Innate familiarity with all major social media platforms*
- ◆ *Self-motivated to succeed in any workplace environment*