

## Education

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### **University at Buffalo / 2018**

*Bachelors of Arts in Communication ; Concentration: Marketing*

*12 Capen Hall, Buffalo, NY 14260*

## Experience

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### **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

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- ♦ *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*