

# Andrew Surrena

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**PROFILE:** A self-starter and quick learner who is very detail oriented. Highly motivated and versatile worker with background as a professional opera singer and additional experience in coordination, customer service, project management, and sales. Praised for having a collegial spirit and professional attitude.

## EXPERIENCE

### **Recruiting Coordinator, ActionIQ, New York, NY — August 2021-December 2022**

- Manage coordinating interviews and escorting candidates throughout the interview process by collaborating internally with hiring managers and providing detailed instruction and interview materials for candidates
- Collaborate regularly across multiple teams including customer facing and technical teams
- Source qualified candidates by utilizing tools such as LinkedIn Recruiter and collaborating with Hiring Managers to seek out ideal candidates
- Partake in planning and advocating specific hiring initiatives including DEI goals
- Create and utilize google sheets to represent hiring data
- Work in a fast paced, highly collaborative startup environment

### **Travel Coordinator, Ciao Andiamo, New York, NY — August 2021-December 2021 + October 2022-January 2023**

- Assist Travel Specialists in coordinating with clients and service providers to create detailed itineraries for a bespoke Italian travel agency
- Demonstrate a high level of proficiency in managing detailed client information through the spreadsheet software Airtable
- Manage seasonal holiday gift project by collecting mailing information for high valued clients, maintaining detailed spreadsheet data, and designing and managing gift wrapping and shipping solutions
- Maintain professional and friendly communication with high end clients
- Create and send out invoices for highly customized travel itineraries
- Collaborate effectively across international time zones

### **Professional Opera Singer, Freelance — May 2013-Present**

- Responsible for personal business management including contract negotiation, musical preparation, time management, self-promotion and marketing.
- Perform regularly in front of audiences of 1000+ and provide operatic performance at the highest level of musical and dramatic excellence.
- Engage with high level donors, board members, and administrative staff in a range of public events and engagements.
- Manage personal professional artist website ([andrewsurrena.com](http://andrewsurrena.com))
- Create performance opportunities and oversee administration including booking venues, supervising performers, selecting repertoire, and advertising for events.
- Demonstrate mastery of foreign languages including Italian, French, and German through musical performances.

### **Customer Service Associate, Resonance Network Company, New York, NY — August 2020-May 2021**

- Assist new members in creating a Resonance artist profile and answer questions about the platform.
- Execute promotional campaigns for professional artists and educators through social media
- Organize meetings with influential professional artists to discuss collaborations and membership
- Engage in a startup environment with a focus on problem solving and adaptability to an evolving workplace
- Organize and update membership database through Airtable
- Experienced with Trello, Airtable, Slack, Calendly, Zoom, Google Workspace, Instagram, Facebook

### **Customer Service Representative, Oscar Health Insurance, New York, NY — November 2014-February 2015**

- Assisted new customers in signing up for Oscar Health Insurance
- Answered questions regarding Oscar Health Insurance plans as well as Medicare and Medicaid
- Managed customer calls and recorded all customer information using Salesforce

### **Sales Consultant, Best Buy, Long Island City, NY — October 2013-February 2014**

- Delivered knowledge of diverse product lines including video games, home theater, and appliances
- Assessed customer needs and provided product recommendations to best support their lifestyle
- Managed point of sale systems and closing of deals that included promotions, credit card applications, delivery systems, installation, insurance, and warranties

## **EDUCATION — Northern Arizona University, Flagstaff, AZ**

Master of Music in Vocal performance, May 2013

Bachelor of Music in Vocal Performance, May 2011

**SKILLS —** Extensive experience using Microsoft Office (Word, Excel, PowerPoint) and Google Suite, as well as Airtable, Slack, Adobe Acrobat, Preview, and Pages. Personnel and time management, project management, customer service, communication, advertising, and sales. Experience working with people from diverse backgrounds. Eagle Scout with a varied professional experience.