

Sharlene Toussaint

4616 Kings Highway • Brooklyn, NY 11234 • (631) 745-4248 • sharlene.toussaint@yahoo.com

Summary:

A professional with verbal and written communication skills, good organization skills, capable problem solver and strong ability to adapt to difficult situations.

Education:

Pace University, New York, NY

Bachelor of Business Administration

Expected May 2016

John Jay Criminal Justice, New York, NY

Completed 30 credits towards Law & Society Degree

2012-2013

Professional Experience:

Hire Counsel, New York, NY

Project Management Intern

October 2014 – Present

- Working as part of a team instrument for data cleanup prior to migration
- Working alongside the project manager to produce documentation and track deliverables
- Gathering and reviewing content for our website upgrade on tight deadlines
- Assisting and experiencing first-hand a large-scale enterprise software implementation
- Analyzing data and performing tests using User Acceptance Testing scripts

Hotel Indigo, Riverhead, NY

Guest Service Representative

August 2013- August 2014

- Dated stamps, sort, and rack incoming mail and messages.
- Answered inquiries pertaining to hotel services; registration of guests; and shopping, dining, entertainment, and travel directions.
- Computed bills, collect payments, and made change for guests
- Planned restaurant, transportation, or entertainment reservation, and arrange for tours

Foster Vandenburg & Riyaz Law Firm, Westhampton Beach, NY

Law Intern

Fall 2011-Summer 2012

- Researched future court dates to put together affidavits
- Handled administrative and office support functions for the Partner
- Assisted secretarial and administrative support to the associates
- Answered busy phone lines and recorded accurate messages
- Organized and filed all legal documents

Other Experience:

Ralph Lauren, Riverhead, NY

Sales Associate/ Cashier Assistant

February 2013- August 2013

- Maintained outstanding customer service to each individual, generate sales, merchandising and safeguarding company assets

Skills:

Technical: Proficient at Microsoft Office (Word, Excel Pivot Tables, PowerPoint, Outlook) OPERA Property Management System, User Acceptance testing, Quality control, Data Analysis, Database Administration.