

# Cole Levy

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## SUMMARY

Organized and proactive professional pursuing an assistant administrative role. Experienced in coordinating tasks, managing documentation, supporting daily operations, and providing service-focused communication. Seeking a long-term administrative career.

## EDUCATION

**SUNY Geneseo, School of Arts & Sciences - Bachelor of Arts, Communication** - December 2022

**HVCC, Associates Degree of Social Entrepreneurship and Sustainable Technologies** - June 2019

**Flatiron School, Certification in Full Stack Web Development** - August 2023

## SKILLS

**Technical:** Microsoft Office Suite, CRM & POS software, IT troubleshooting, remote/on-site support

**Software Development:** Unity, JavaScript, Python, Typescript, React, Flask, SQL, HTML, CSS

**Communication & Media:** Interpersonal communication, digital marketing, persuasive writing, journalism

**Spoken Languages:** Fluent in English, intermediate in Spanish, French, and Chinese

## WORK EXPERIENCE

**Sure Thing Hospitality, Assistant Manager**, Saratoga Springs, NY

July 2025 - Current

- Supported successful launch of the Standard Fare location
- Managed POS updates, cash-outs, and end-of-shift financial processes
- Provided exceptional customer service, achieving top guest satisfaction metrics

**cb20, Support Engineer 1**, Saratoga Springs, NY

December 2024 - May 2025

- Delivered remote/on-site tech support for client systems
- Troubleshot technical issues, escalated when needed, improved response efficiency
- Increased phone answer rate from 30% to 95%, improved customer satisfaction by 56%

**The Harborside Inn,, Bellhop and Night Auditor**, Edgartown, MA

May 2021 - August 2021

- Performed nightly audits and financial reporting
- Resolved guest needs during overnight hours
- Supported administrative accuracy in reservation records

**Chianti Il Ristorante,, Expediter and Busser**, Saratoga Springs, NY

September 2018 - May 2020

- Promoted from Busser to Expediter
- Coordinated orders and ensured accuracy of service delivery
- Maintained readiness and cleanliness of service areas