**Resume**

**Joanne E. Pirro**

**Home Address:**

83 Wildwood Road

Tolland, CT 06084

Tel: (860) 870-9007

**OBJECTIVE:**

**To obtain a challenging full time position as Administration Assistant or Coordinator.**

**Professional Experience:**

**Nordstrom’s Retail Store, West Farms, CT:**

Guerlain Cosmetics Counter Manager – Full Time (April 2011-present)

* Responsible for growth of cosmetic line Guerlain in store. Since start date have increased sales from last year at this time by 70%
* Responsible for all Beauty On Location Event in store for Guerlain line of cosmetics. First BOL in May for Guerlain line resulted in West Farms store being #1 in the country, with a store record of $11K in sales for the Guerlain line for a two day BOL.
* New Account opening and maintenance of Customer File, Customer maintenance and use of tickler file. Also responsible for register, Clerical typing, maintenance of counter cleanliness and stock and restock
* Manage one sales associate for the Guerlain line of cosmetics.
* Have beat sales targets for each week.

**Macys Retail Store Manchester, CT**:

Acting Cosmetic Counter Manager for Benefit Cosmetics (July 2010-April 2011)

Full time Cosmetic Sales associate for Benefit Cosmetics ( Jan. 2010 – April 2011)

Part time Sales Associate. (2007 to January 2010)

* New Account opening and maintenance of Customer File, Cold calling and use of tickler file. Also responsible for register, Clerical typing, maintenance of counter cleanliness and stock and restock.
* Significant increase in sales of product (65% increases) from last year.
* Use Power point and Excel to help organize counter and Market events to clients
* Consistently exceeds weekly Benefit as well as Macy’s sales goals.
* Consistently one of top ten performers as well as recognized for outstanding customer service.
* Number 1 counter on east coast for new launch.
* Have significantly beat sales targets for the past eight weeks
* Was acknowledged as one of the top 10 sales associate repeatedly.

**Northeast Pharmaceutical Services Consulting**: Part time Administrative Assistant (2004 - Present)

* Maintenance of all client records
* Maintaining and updating client contracts
* Generating client portfolios
* Handing all filing and office contracts with local vendors
* Responsible for typing technical final reports, proposals and records
* Maintain client relations through phone and written/electronic communications
* Maintain financial records and invoice clients on time and maintain bank records.
* Have experience in communicating with PhDs, Office staff and Operational directors.

**Tolland Public Schools and Archdiocese of Norwich:** Substitute Teacher for Pre-K thru Middle school grade 8. (2006 – Present)

* Language Arts, Math and Social Studies
* Special Education/Special Needs Classes
* Spanish, French and Italian language Classes
* Reading intervention Classes

**Chase Manhattan Bank**: Sr. Systems Analyst for Implementation Services/Client Development (1988-June, 1993) Manhattan, NY

* Maintain client records and communications.
* Responsible for all monthly reports for VP of Operations
* Produced Summary reports of all client training.
* Responsible for teaching new clients network implementation of PC Lan and WAN computer systems, Wang, IBM, DEC and Mail Bridge and Electronic Data Interchange.
* Served as implementation/business development to coordinators and expediters by setting up installation meetings, preparing project plans and conducting site analysis for communication workshops.
* Responsible for collecting data as well a production of monthly reports on all installations and training workshops done by group.
* Provided demonstrations on all RODEO and E-Mail systems to potential users as well as providing live users with statistical reports
* Maintenance of computer class room and creation of all learning materials, including guide book and updates of technical and directional nature.
* Creation of monthly bank wide newsletter

**Manufacturers Hanover:** Business Development and Implementation Consultant (1986-1988) Manhattan, NY

* Provided on site installations and training for all networking PC computer systems using NETTING, which provided international companies cross-border payments through a central clearing coordinator.
* Trained new installers on all IBM PC based cash management products.

**Market Vision**: Marketing Assistant/Business Development (1983-1986) Manhattan, NY

* Organized demonstrations of product and training workshops.
* Organized product newsletters and customer follow-ups.
* Responsible for customer service and sales training for interface with software development team.
* Authored product releases and explanations on featured software enhancements.
* Created procedures and manuals for customer installations (Technical and Strategic).

**Lexington Management Company**: Marketing Assist and Business Development (1981-1983) Fort Lee, NJ

* Responsible for client correspondence and billing.
* Responsible for Portfolio Maintenance and training new Assistants.

**Bergen County School District**: Substitute Teacher/Fine Arts Teacher, Grades 1-6 (1979-1981) Bergen County, NJ

**COMPUTER EXPERIENCE:**

* Microsoft Word
* Excel
* Power Point
* Publishing software

**ACCOMPLISHMENTS:**

**Board Member of the Wallingford Historical Society, Wallingford CT (1999-2003).** Conceptualized Display and Organized Showing of “100 Years of Bridal Gowns” at the society. Helped write, edit and publish “*Images of America, Wallingford*” a historical Guide. Participated and planned other image and awareness events such as the 300th anniversary town parade and the Society Christmas Tea.

**Board Member of Ridgewood Historical Society (1994-95).**

Organized and promoted show known as “Mourning Becomes America” a display of antique American mourning clothing and practices from Victorian historical perspective as experienced in Bergen County NJ history.

**Girl Scout Leader (1996-2003).**

Recipient of Outstanding Leader of the Year Award 2001 and Rookie Leader of the year 1997. Completed eleven hours of Leadership Training as well as Outdoor Leader training CPR and First Aid. Successfully led troop to juniors and receipt of Bronze Award in Scouting.

**EDUCATION:**

B.A. (Education K-6 and Art History) – 1979, College of Mt St Vincent/Manhattan

College, Riverdale, NY

Minor (French, Italian) – 1979, College of Mt. St Vincent/Manhattan

College, Riverdale, NY

Graduate MA Work (Art History) - 1981-83, University of Florence, Florence,

Italy

Certificate of Italian Language - 1981, Centro Di Cultura Per Stranieri, Fiesole,

Italy

**CERTIFICATIONS:**

Certified as a teacher in the state of New York 1979-1989

Nursery, Kindergarten and Grades 1-6

Certificate # 153584093

First Aid and CPR (Adult and Child) 1996-2004

Girl Scout Leader 1996-2003