Vannessa Randazzo

20 Roxbury Street

Hartford Connecticut

860-849-6964

[vannessa.randazzo@yahoo.com](mailto:vannessa.randazzo@yahoo.com)

Hello, my name is Vannessa Randazzo. I am seeking to obtain a position in your company where I can, maximize my customer service skills, provide professionalism, and assist coworkers complete their daily tasks. I am very detailed and strive to complete my job to perfection. I have over 6 years of customer service and administrative experience and I’m proficient in Microsoft’s Excel, Word, PowerPoint, QuickBooks and ACT along with great phone etiquette. I love to work and I utilize my time to complete every task assigned to me before the end of my daily shift. I am very friendly; love to interact with people, and assist anyone in every way possible. I know that if given the chance I would be a great addition to your team.

**Experience**

**International Institute of Cosmetology Feb 2011-Currently**

**Wethersfield Connecticut**

**Student Accounts/ Assistant.**

In the International Institute of Cosmetology, I am responsible for overseeing and ensuring the entire student account tracking, from inputting charges to having students sign off on Financial Aid disbursements. My essential functions are to make students aware of all transactions made to their account. Assisting the financial aid office with filing paperwork, plan promotional events to raise the visibility of the school among its various publics. Host and coordinate open house events to facilitate student enrollment. Telephone outreach, application processing and follow up. Other duties include receiving students’ payments, booking and confirming appointments.

**Lasership Inc. February 2009-February 2011**

**Wallingford Connecticut**

**Administrative Assistant**

As the administrative assistant in Lasership Inc., my daily routine consisted of daily phone calls and emails interacting with our customers from pharmaceutical and biotechnology industries such as Cardinal Health, H.D Smith and Amerisource Bergen. Other duties included filing, scanning, and completing the weekly driver payroll. I was responsible for maintaining 74 drivers documentation, such as Motor Vehicle driving record, driver’s license, vehicle insurance, vehicle registration, etc. up to date. I was in charge of hiring all candidate drivers and process verification of identification by running background checks and acknowledging the validity of all documentation presented to me.

**Bally Total Fitness June 2008- February 2009**

**West Hartford & Manchester Connecticut**

**Front Desk Receptionist**

My daily responsibilities at Bally Total Fitness was to greet all members and guests enthusiastically and professionally, Answer the phone and directing calls to the proper person, taking and delivering messages for all team members, checking membership cards, account status, workout and guest registration. Accepting payments and generating receipts for renewals, dues, lost cards and processing retail transactions. Issuing photo ID cards, addressing membership queries, keeping the surrounding areas organized.

**Kohls July 2005-June 2008**

**Clifton Park, New York transferred to Rockyhill ,Connecticut (in 2007)**

**Juniors Department Lead**

At Kohl’s, as a Junior Department Supervisor my daily responsibilities were to better the customers shopping experience in any way possible. Clean out the fitting rooms, replenish merchandise and restock any empty clothing racks, Folding, hanging, ticketing or re-marking merchandise along with posting the appropriate sale signs and prices. Cash registering duties applied when the assistance was needed by the cashier.

**Education:**

Shenendehowa High School 2007 - New York Regents High School Diploma

Manchester Community College 2010- Currently attending Business Administration

**Languages:**

English and Spanish

**References:**

Upon Request.