

# FATOU FALL

267 west 152 street #7, New York, New York | Fatoufall95@gmail.com | (917) 251-2743

## ADMINISTRATIVE ASSISTANT

WITH SEVEN YEARS OF ADMINISTRATION ASSISTANT AND CUSTOMERS SERVICE EXPERIENCE

- **Excellent Interpersonal Skills:** Demonstrate kindness and respect to every customers, students, family member, and communicate with eye contact and active listening
- **Keen Observer & Critical Thinker:** being clear, rational, open-minded and informed by evidence
- **Languages:** Fluent in English, French and Wolof

### Core Competencies:

*Multi-Tasking – Active Listener – Self Starter – Patient Care – Recordkeeping – Follow HIPAA Protocol – Reporting Skills – Administrative Writing Skills – Microsoft Office Skills – Analysis – Professionalism – Problem Solving – Supply Management – Inventory Control – Verbal Communication – Office Administration Procedures – Typing Skills – Attention to Detail – Accuracy – Telephone Skills – Teamwork – Discretion and Judgment – Patience*

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## PROFESSIONAL EXPERIENCE

**ONE WORLD OBSERVATORY, New York, NY**

April 2018-September 2018

### Live Sales Presenter

- Presented to live audience/customers the key points and benefits of our product
- Encouraged our customers to enhance their experience while exploring the Observatory
- Provided customer services to all levels of management clients and efficient way to use our products.
- Supported executive in sales proposal, developed and maintain strategic relationships with customers, partners, external audiences, internal team
- Notified manager of any glitches found with the website, and processed orders and customer issues within one business day

**BODYWORKS FOR YOUR HEALTH, New York, NY**

December 2017-April 2018

### Brand Ambassador

- Interacted with potential customers to obtain Information to provide services
- Planned and organized promotional events, to sell services to clients
- Managed the set up and tear down of the displays during exhibition events
- Established initial relationship between our clients and their potential customers
- Prepared and completed administration paperwork daily for report purposes

**COLLEGE OF STATEN ISLAND, New York, NY**

August 2013 – May 2015

### Administration Assistant

- Photocopied and alphabetically filed perspective high school student college application documents
- Entered data received from students at college fairs into college's digital database for review
- Conducted campus wide tours for prospective high school students
- Provided detailed information and facts about school history to new students
- Organized and led students on an expanded tour of school campus

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## EDUCATION

**Bachelor of Science in Organization Communication – SUNY New Platz, 12/2017**

**Bachelor of Art in Theater Arts – SUNY New Paltz, 12/2017**

**Associates in Liberal Arts – College of Staten Island**

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## CERTIFICATE, AWARDS AND INTERNSHIP

**Certificate in political Science – SUNY New Paltz, 12/2017**

**Cum Laude – SUNY New Paltz, 12/2017**

**Dean's List – SUNY New Paltz, 2015 – 2017**

**Youth Producer Intern – Downtown Community Television Center New York, NY. 2016**

**Dramaturge Intern– Apollo Theater New York, NY. 2012**