

Caitlin Chan

Administrative and Operations Professional

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Administrative Assistant with over 3 years of experience in fast-paced office settings, including real estate and entertainment. Hardworking team-player with expertise completing various clerical tasks and offering staff support. Responsible, punctual and productive professional looking to grow her career and use her passion to help people.

Skills

- Office Administration
- Office Operations
- Customer Service
- Project & Event Management
- Organization & Efficiency
- Written & Verbal Communication

Work History

**Oct 2019 –
May 2020**

Administrative Assistant, West LA Region

Caruso, Los Angeles, CA

- Assisted management with daily operational tasks for five properties, including The Grove
- Managed calendar, coordinated meetings and appointments for property GM and AGM
- Prepared and distributed various tenant letters and property memos
- Assisted in preparing annual budget, monthly financial forecasts, operations reports
- Served as liaison between 150+ property employees, tenants and management
- Executed large events, including Tree Lighting for 5,000+ attendees and the mayor of LA

**Aug 2018 –
Oct 2019**

Receptionist & Corporate Concierge Ambassador

Caruso, Los Angeles, CA

- Provided executives and employees with a unique concierge service experience
- Fulfilled daily service requests for 100+ corporate employees efficiently and accurately
- Greeted guests and notified internal employees of their arrival, answered phones and directed accordingly
- Facilitated office events and employee engagement activities
- Organized weekly breakfast and lunch program for corporate office

**Jan 2018 –
June 2018**

Operations Intern

House of Blues, Live Nation Entertainment, Hollywood, CA

- Assisted EVP, F&B Director, and Operations Coordinator, overseeing 11 HoB nationwide
- Updated weekly event calendars and assisted with new menu roll-outs to venues
- Managed weekly projects and conducted research as necessary
- Generated reports on online social media reviews through Reputology

**June 2017 –
Jan 2018**

Event Planning Assistant & Personal Assistant

Girl Friday Personal Assistant Services, South Pasadena, CA

- Responsible for meeting client requirements and successful event execution
- Organized facilities, décor, catering, entertainment, and day of event logistics
- Ran personal errands for clients including medication pick-up, grocery shopping, etc.

Education

**Sept 2014 –
June 2018**

Bachelor of Science: Hospitality Management & Marketing

California State Polytechnic University, Pomona - Pomona, CA

Minored in Marketing Management

Graduated with 3.64 GPA