**Natalia Driguenitch**

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WORK EXPERIENCE

# CEO and Founder

Blast City Laser Tag – Oak Park, CA – 10/2016 – Present

# Created and executed business idea. Oversaw build-out of the facility. Negotiated construction and product cost. Monitored costs and increased opportunities to make the business perform with a lower operating margin. Marketed and developed new areas to generate additional opportunities for revenue, through increased customer loyalty, future business and tournament events. Trained and developed current manager in all levels of management for future promotion. Created weekly schedules for each outlet to adhere to budget guidelines. Oversaw product ordering, purchasing, invoicing and inventory control for all outlets. Conducted all coaching and counseling for staff. Brought in talent and established a process of ongoing improvement with an eye on enhancing customers’ experience. Organized outside events and attended community outreach events to maximize community awareness and brand recognition for the new business. Managed day to day running of the company’s social media accounts. Developed Search Engine Optimization campaigns. Conducted research to identify social media and print marketing best practices and trends.

# CEO and Founder

Kids World Family Fun Center – Oak Park, CA – 04/2015 – Present

Developed and build business from startup to generate 7 figure sales annually. Insured food, arcade and soft play areas are customer ready with effective training on cleanliness, customer perception and execution. Managed day-to-day operations to ensure all service standards are operational and meet expectations. Implemented and maintained financial margins through continuous monitoring of annual, quarter and weekly trends. Established and meet budged, expecting to achieve 10% improvement of all revenue areas over last 3 years. Established tracking practices and lowered all cost margins to industry standards. Hired and trained all staff levels to produce excellent customer service. Trained all staff on proper procedures for all aspects of business from cash handling, to taking responsibility for their areas or work. Handed and developed VIP customer relations. Created and oversaw social media campaigns for the company to improve RIO. Update and maintain content for the business website. Won numerous awards for family friendly business of the year for 2016 and 2017 years.

# Property manager

West Fund Capital – Studio City, CA – 03/2011 – 04/2018

Responsible for doing all background check on new tenant applications and setting up tenant interviews to ensure their viability as tenants. Acquired rental space, marketed open rentals, prepared new apartments for rental. Maintained strong relationships with existing tenants and worked on tenant issues to find budget approved and timely solutions. Maintained a complete database of rejected, accepted past and current tenant applications.

# Executive Administrator

# Donetsk Coal Trading – Glendale, CA & Las Vegas, NV 05/2007 – 02/2013

Serviced as a US based office for a Donetsk, Ukraine based company. Provided advanced operational, administrative, and personal support to the President/CEO and the Chairman. Liaise with senior management on contract issues to ensure company standards. Handled tasks of reviewing, updating and maintaining contract documents for the company. Participated in negotiations on contract matters with internal associated and clients as needed. Conducted extensive client research and ensured all clients received personalized customer service and support. Translated documents/letters from Russian to English and vice versa. Researched legal & technical phraseology to ensure the correct translation is used. Telephone interpreted.

EDUCATION

# Bachelor’s, Business Management, University of Southern California, Los Angeles, CA, 2006

# Bachelor’s, International Relations Global Business, University of Southern California, Los Angeles, CA, 2006

# Associate of Arts, Liberal Arts, University of Hawaii at Manoa, Maui, Hawaii, 2001

# High School Diploma, Glenbrook North High School, Chicago, IL 2000

SKILLS

Extensive knowledge of Microsoft Office, Marketing, P&L, Customer Service, Team Management, Team Building, Cost Control, Cost Reduction, Business Development, Financial Analysis, POS, Budgeting, Budget Management, Business Management, Data Analysis, Hiring, Human Resources, Inventory Management, Inventory Control, Leadership Development, New Business Development, Relationship Management, Sales, Effective Listening, Advanced Problem Solving, Multilingual (fluent Russian, fluent English, basic Romanian).