

Penelope Quirino

Full-Stack Web Developer Student
Assistant General Manager

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203.571.2364

SUMMARY:

Experienced Administrative Professional and Full-Stack Web Developer student through UCONN. Technologically savvy and skilled in management of projects, sales, CRM (Salesforce and Mailchimp), SAP Concur, Microsoft Office, and entry-level experience in HTML, CSS, JavaScript, Node.js, Express, and MySQL.

WORK EXPERIENCE:

Equinox, Darien, CT

Nov 2020 – Present

Assistant General Manager

- Leader of Front Desk, Shop, Kids Club, and Maintenance staff
- Regularly manage schedule, budget, and workflow of staff
- Assist with member services in freezes, cancellations, customer service requests, refunds, and reactivations
- Assist with the sales team to help drive leads, close sales, and maintain relationships
- Oversee the upkeep and maintenance of the facility including daily, weekly, and monthly facility reviews

Equinox, Greenwich, CT

Feb 2018 – Nov 2020

Membership Advisor

- Develop relationships with customers and present value, increasing member count, sales, and profit
- Regularly manage schedule, appointments, and work flow
- Created expense reports as needed
- Exceed sales goals using consultative sales talents and effectively explain programs and services to generate interest

Warren Tricomi, Greenwich, CT

Jan 2017 – Feb 2018

Front Desk Associate

- Worked both the front desk as well as part-time color assistant to top performing colorist
- Managed schedule for multiple employees
- Responsible for check-in and check-out procedures
- Answered phones, greeted clients, and arranged special accommodations
- Responsible for opening and closing of facility
- Settled cash drawer and prepared deposits

Nu-Way Heating and Cooling, Mamaroneck, NY

Nov 2015 – Oct 2016

A/R Administrative Assistant

- Handled A/R duties using QuickBooks
- Properly filed and sorted customer files and documents
- Assisted in Labor department with scheduling of services and sorted schedule based on location
- Answered phones and directed to appropriate department

Luebbe Hearing Services, Columbus, OH

Apr 2002 – Sep 2006

Office Manager

- Promoted from Receptionist to Office Manager within 4 months of hiring
- Maintained office organization to support efficiency, professionalism, and performance objectives
- Coordinated travel arrangements for staff
- Evaluated and identified ineffective workflow procedures and implemented solutions to improve productivity
- Trained and mentored administrative staff members in company policies, daily task execution, and industry best practices