

Fulfillment Coordinator, Interactive Solutions Group, Burbank, CA (5/22 - Present)

- Fulfilling cash payments, merchandise, and travel to contest winners. Includes shipping checks and merchandise, international wire transfers, data management, communication with clients and contest winners, booking travel, and resolving any technical, payment, or logistics issues.
- Providing support to the Marketing team; includes posting Terms & Conditions on promotion websites and conducting drawings for sweepstakes. Managing fulfillment projects; using G-Suite and Monday.com to optimize productivity and collaboration.
- Assists with bid negotiation by ensuring services being provided are accurate, promotions and contests are feasible and compliant with taxes and applicable laws.

Medical Receptionist, YubaDocs Urgent Care, Grass Valley, CA (7/21 - 11/21)

- Checked in patients, prioritized triage patients, verified demographics and insurance with attention to detail
- Trained new team members and fostered a supportive and inclusive working environment

Executive Assistant/Customer Service, The GelBottle Inc, Newark, CA (3/20 - 1/21)

- Trained a Customer Service Manager, provided leadership and assistance to the customer service team
- Created and organized content for internal knowledge base software (Nuclino). Assisted the marketing team with content, copy, and editing social media posts and emails

Customer Happiness Specialist (1/18 – 9/19), Ruby Ribbon, Burlingame, CA

- Used Zoom to host training calls to educate sales representatives
- Worked as part of a cross-functional team. Maintained efficiency and accuracy while working in a high-volume call center environment

Stylist Operations Coordinator (8/17-1/18), Ruby Ribbon, Burlingame, CA

- Processed inbound returns/exchanges, promotion send outs, warehouse send backs, and served as the primary point of contact for internal inventory
- Edited PowerPoint decks for training calls and marketing assets, assisted with social media administration, coordinated office visits and company events

Assistant Front Desk Manager, (8/16 – 8/17), The Wow Bar, Minneapolis, MN

- Maintained the appointment schedule for two salon locations while ensuring front desk, stylists, management, owners, and client needs were met
- Provided administrative support including assessing potential employees, training, data entry, event coordination, and writing incident reports

EDUCATION AND SKILLS:

Saint Catherine University (5/2017), St. Paul, MN. B.A. History, Women and the Arts

Technical: Microsoft: Word, Excel, PowerPoint, Mail Merge, Teams. **Apple:** Keynote. **Google Suite:** Drive, Sheets, Docs, Calendar, Forms. Salesforce, Nuclino, Monday.com, Zendesk, Zoom, Slack, MailChimp, RingCentral, Canva, WordPress.

Financial: BILL, XE.