

RACHEL MANASCO

Bradenton, FL 34201
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SUMMARY

Orderly and committed Administrative Assistant offering solid skills in customer relations and resilience to handle challenges of fast-paced environments. Bringing detail-oriented and decisive nature with sound judgment, good multitasking abilities and self-motivated nature. Capable of working alone or with teams to accomplish on-time and accurate clerical tasks.

SKILLS

- Attention to detail
- Organization
- Problem solver
- Excel
- Fast learner
- People-oriented
- Multitasking
- Adobe Acrobat

EXPERIENCE

WALGREENS

Sarasota, FL

Children's Mental Health Administrative Assistant

03/2020 to Current

- Assisted with administrative tasks, including but not limited to extensive filing, answering phones, and responding to emails.
- Coordinated project materials, including managing physical and digital files, monitoring spreadsheets and updating reports.
- Performed complex administrative management of sensitive and confidential issues.
- Tracked expenditures and allowance spending of foster parents and documented records using Excel.
- Verify and review forms and reports for compliance with company regulations and procedures. Enter and track information into appropriate computer programs.

STARBUCKS

Sarasota, FL

Shift Supervisor

12/2019 to 03/2020

- Motivate team members to complete assigned tasks and perform at exceptional levels.
- Complete opening and closing duties to facilitate business operations.
- Answer and resolve customer questions and concerns.
- Monitor employee performance and safety, conducting retraining to correct problems and optimize productivity.
- Supervise successful team of approximately twenty baristas' by conveying position information consistently, quickly resolving issues and delivering constructive feedback.
- Manage inventory by establishing and adjusting ordering parameters, accurate forecasting and monitoring waste.
- Provide excellent service and attention to customers in face-to-face encounters and through phone conversations.
- Performed cash management procedures, including balancing cash drawers, depositing profit and maintaining the safe.

STARBUCKS

Sarasota, FL

Barista

07/2019 to 03/2020

- Prepare more than 100 drinks per shift with high accuracy and consistently strong customer satisfaction.
- Protect customers by regularly cleaning and sanitizing work areas and equipment.
- Restock counter and customer areas to maintain adequate item levels for expected needs.
- Greet guests with pleasant smile and superior customer service.
- Maintain calm demeanor during high-volume periods and special events.
- Receive and accurately process customer payments on POS system.

WALGREENS

Sarasota, FL

Customer Service Associate

07/2017 to 05/2019

- Provided assistance with purchases, locating items and signing up for rewards programs.
- Trained new team members in cash register operation, stock procedures and customer service.
- Maintained high productivity by efficiently processing cash, credit, debit and voucher program payments for customers.
- Completed daily tasks to keep areas clean and neat for maximum efficiency.
- Learned roles of other departments to provide coverage and keep store operational.

EDUCATION

HIGH SCHOOL DIPLOMA

05/2019

Braden River High School, Bradenton, FL

CERTIFICATIONS

- Microsoft Word
- Microsoft PowerPoint
- Microsoft Outlook
- QuickBooks