

# Rami Shoula

Office Manager

## Profile

Dynamic Office Manager with extensive experience overseeing office operations to ensure a productive and positive work atmosphere. Adept in providing outstanding day-to-day administrative support to management and staff. CHRO certified and committed to continually growing both professionally and personally.

## Employment History

### Office Manager at Bayview Architects, New York

July 2017 — Present

- Successfully oversaw day-to-day operations and worked to foster efficiency.
- Maintained office-wide calendars and assisted with events and travel arrangements.
- Managed vendors and the purchasing of office supplies, software, and equipment.
- Maintained office-wide protocols in accordance with the employee handbook and COVID guidelines.
- Assisted bookkeeper with company payroll, accounts payable, accounts receivable, expense reimbursement, and general ledger.
- Interfaced with clients on project-related matters and provided appropriate support to ensure the smooth flow of projects.
- Created and managed project invoices and tracked project expenses.

### Office Manager at Lissa Medical Day Spa, New York

October 2014 — June 2017

- Provided optimal office support for one of the busiest and most celebrated midtown medical day spas.
- Supervised all front office operations to ensure profitability, and exceptional service and value for every client.
- Effectively managed front staff operations and worked to achieve ultimate client satisfaction rates.
- Answered and managed calls, coordinated client schedules, and provided for seamless client care and follow-up.
- Assisted with the marketing and promotion of events through the implementation of effective email marketing campaigns.

## Education

### CHRO Program, Wharton Aresty Institute-Executive Education

August 2018 — April 2019

### Bachelor of Arts in Communications, Hunter College, New York

September 2010 — May 2014

## Details

romioshoula@gmail.com

## Links

Jacob Harding LinkedIn

## Skills

Customer Service

Interpersonal  
Communication

Administrative

Excellent Multitasking

Effective Time Management

Financial Accounting

Knowledge of Office  
Technology

## Languages

English

Spanish; Castilian

French