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| 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 HistoryOffice 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. |  |  |  | | --- | --- | |  | EducationCHRO Program, Wharton Aresty Institute-Executive Education August 2018 — April 2019 Bachelor of Arts in Communications, Hunter College, New York September 2010 — May 2014 | | DetailsLinks [Jacob Harding LinkedIn](www.jhlinked.com) Skills  |  |  | | --- | --- | | Customer Service | | |  |  |  |  |  | | --- | --- | | Interpersonal Communication | | |  |  |  |  |  | | --- | --- | | Administrative | | |  |  |  |  |  | | --- | --- | | Excellent Multitasking | | |  |  |  |  |  | | --- | --- | | Effective Time Management | | |  |  |  |  |  | | --- | --- | | Financial Accounting | | |  |  |  |  |  | | --- | --- | | Knowledge of Office Technology | | |  |  |  Languages  |  |  | | --- | --- | | English | | |  |  |  |  |  | | --- | --- | | Spanish; Castilian | | |  |  |  |  |  | | --- | --- | | French | | |  |  | |