

# Laura Greenbaum

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<https://www.linkedin.com/in/lauragreenbaum/>

Proficient in Microsoft Word, PowerPoint, Excel, Outlook, Teams, Salesforce, QuickBooks, Concur, Zoom, Jira, PC & MAC

## ADMINISTRATIVE / CLIENT RELATIONS

**Magana Plastic Surgery, Office Manager, Greenwich, CT**

September 2019-December 2019

- Supported Plastic Surgeon and Practice Manager in researching marketing strategies and managed all office & medical inventory
- Developed relationships with new and existing patients, referrals and local businesses, and created a warm, friendly environment
- Organized events for promotional products and relationship building, and provided assistance with an assortment of projects
- Maintained doctor's calendar with patient appointments for all procedures, and upheld accurate record data in patient filing system

**The Gap Partnership, Business Development Manager/Administrative Assistant, Rye NY**

March 2019-August 2019

- Worked with senior consultants and Head of Business Development in supporting global clients in their negotiation development
- Managed consultant and SVP calendars, scheduled client meetings, completed order forms, and drafted proposals on their behalf
- Maintained positive attitude and developed relationships with various industry sectors and internal colleagues
- Conducted industry research and networked with previous program delegates in order to gain referrals and generate new leads
- Qualified new leads for consulting and various negotiation workshops based on clients' needs across multiple functions, globally
- Managed internal tracking system of prospective clients, attendance of workshops, and supported consultants with varied projects

**Leopard Solutions, Business Development Manager, Bronxville NY**

October 2017-March 2019

- Established, developed and maintained relationships with prospective and current clients, and became the "go-to" for dilemmas
- Supported legal recruiters in sourcing and placing candidates by the use of the national law firm & In-House attorney database
- Demonstrated products and services to existing/potential customers and assist in selecting those best suited for their needs
- Consulted law firms in leveraging accurate and up to date competitive intelligence data on how to meet business growth objectives
- Supported CEO and VP of Sales in researching sources for developing prospective clients, and scheduling meetings and events
- Developed clear and effective proposals, created and distributed invoices and processed expense reports using QuickBooks

**Willis Towers Watson, Account Manager, Client Engagement, White Plains, NY**

January 2015-September 2017

- Maintained existing relationships with clients and identified opportunities to increase sales, emphasizing renewals and retention
- Managed survey participation process for countries to which they subscribed in their Global Data Agreement and local clients
- Delivered training on client web-based delivery tools and contributed to client webinars, maintaining client satisfaction
- Developed approaches to promote surveys with Director of Sales to target participants in industry surveys and build relationships
- Supported Client Care Manager with training of new team members, client satisfaction and retaining accurate client records
- Established relationships with other key associates within WTW in order to build a sales channel and promote product portfolio
- Created several documents manually, in order to support new hire training, onboarding, and development
- Served on events committee in planning office wide events, local philanthropic efforts, creating a positive working environment

**Fordham University Career Services, Office Manager & Employer Experience Manager, Bronx, NY**

October 2010 -December 2014

- Held 8+ student counseling appointments per day regarding job/internship searches and conducted mock interviews
- Presented weekly workshops on effective resume/cover letter writing/interviewing and awareness of the world of work
- Managed on campus employer experience by accommodating employers and ensuring that all needs were met
- Established and maintained sustainable relationships with recruiting partners by providing perfect customer service
- Managed all office logistics including inventory, ordering office supplies, and budgeting procedures while liaising with procurement
- Answered questions and problem solved for employers any issues pertaining to interviews/schedules/candidates
- Engaged employers and followed up after conducting on campus interviews as well as info sessions/events
- Collected feedback to improve the employer experience and to take appropriate steps needed to implement positive changes
- Supported SVP of Student Affairs and Directors of Experiential Education in creating and organizing presentations and events
- Partnered with specific departments at Fordham to promote and manage networking events for students & employers
- Organized all budget procedures for special programs, supplies, and processed expense reports for travel
- Handled all logistical operations for On-Campus Recruiting including creating and modifying interview schedules
- Served as front line communication and maintained positive attitude while working with team to provide services

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## ADMINISTRATIVE / CLIENT RELATIONS (CONTINUED)

**Angelo Cioffi, CPA, Administrative Assistant, Yorktown Heights, NY**

January 2009 -October 2010

- Reviewed, organized and filed accounting and tax documents, and created/sent out invoices using QuickBooks
- Provided book keeping duties for CPA's, assisted clients with questions, and provided perfect customer service via phone
- Worked on miscellaneous tasks and projects as needed per request on a daily basis

**Goldstein Fitness Center, Facilitator & Supervisor, Pleasantville, NY**

September 2007 -October 2010

- Served as front-line communication for members with regards to membership and events
- Provided excellent customer service and ensured valid membership of incoming visitors and guests
- Collaborated with Directors of Campus Events and Varsity/Intramural Sports in organizing practices, games and overall coordination, logistical procedures, and staffing of campus events

**REMAX Prime Properties, Receptionist/Office Manager, Scarsdale, NY**

January 2004 -December 2009

- Assisted clients with inquiries and answered multiple phone lines, while simultaneously working on various projects for realtors
- Scheduled appointments for realtors and clients while organizing appointment/calendar management system
- Supported broker with a variety of ad hoc tasks, special requests, research, and maintained cohesive office environment
- Drafted letters, memos and spreadsheets using MS Word and Excel for realtors, and assisted with organization for open houses
- Updated website with photos and descriptions to advertise listings, along with efforts to promote each realtors' expertise

## EDUCATION

**Fordham University, New York, NY, Master of Science in Mental Health Counseling, GPA: 3.74**

December 2013

**Pace University, Pleasantville, NY, Bachelor of Arts in Applied Psychology, GPA: 3.34**

May 2010