**Sukhleen Kaur Dhillon**

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**Summary of Qualifications**

* 2 years of experience in customer service and administrative functions at a fast-paced store
* Partner of the Quarter recipient for strong organization and communication skills
* Achieved 100% accuracy serving 250+ beverages and food items in fast paced environment
* Supervised and prioritize confidential projects and reports in a 3-7 day deadline

**Education**

**The Milgard School of Business, University of Washington**, Tacoma, WA *Anticipated* June 2022

Bachelor of Arts in Business Administration, Management

Minor in Business Data Analytics

**Green River College**, Auburn, WA 2018-2020

Associate of Arts

Associate of Business Management

**Experience**

**Halverson Law**, Normandy Park, WA October 2020-Present

Administrative Assistant

* Coordinated domestic and international travel arrangements including travel logistics.
* Managed complex calendars of 3+ executives on a daily basis to ensure maximum organization.
* Coordinated internal and external meetings for 3+ executives, including coordination of offsite events.
* Prepared daily expense reports and purchase requisitions for 2 departments.
* Created spreadsheets to maintain 250+ client accounts and firm income reports.

**City of Federal Way**, Federal Way, WA July 2020-Present

Intern, Economic Development Department

* Researched and published reports of up to 80 pages on Real Estate, Business, and Development Strategies.
* Complex project research, market analysis, and financial and economic analysis for City Council presentations.
* Prepared and presented Tourism Development and Event Strategies for Puget Sound and International Trade.
* Coordinate projects with graphic designers and videographers work for display material in reports and presentations.
* Worked with professional staff to successfully recruit multiples businesses to Federal Way.

**Starbucks**, Seattle, WA August 2018 -Present

Barista

* Proactively working alongside multiple levels of upper management to ensure consistent, high quality service was presented to each customer.
* Inspired team achievements in record breaking results during peak periods.
* Convey the complexity of multi-layered POS system techniques to all new partners.
* Creating memorable and constant customer connections while drafting over 250 quality beverages for all customers.

**Leadership Group**, Kent, WA September 2016-June 2017

Event Lead

* Developed excellent verbal skills, acquiring the ability to instruct teams of 60 people to ensure that expected results are achieved through highly complex situations within specified timeframe.
* Allocated and supervised different groups of people, depending on skill set and scheduling to each case to ensure the outcome was met optimally.
* Managed administrative logistics of event planning, including fee collection, event booking, and event promotions.
* Evaluated existing plans, processes and event planning services to identify opportunities for improvement.

**Skills, Activities, and Service:**

* Microsoft Word, Excel, Outlook, PowerPoint, Publisher, Teams, SharePoint, Visio. Apple, Google Suite.
* Languages: Fluent in Punjabi, Hindi, and Urdu; limited conversational ability in Spanish.