

Dedicated psychology graduate with superior organizational and problem-solving skills and a passion to exceed expectations.

EDUCATION Bachelor of Arts and Science in Psychology *Florida International University* Graduated July 2017

- Alpha Omicron Pi Organization Member from September 2012 - July 2017

PROFESSIONAL EXPERIENCE

The Victory Center for Autism & Related Disabilities *Front Office/Student Affairs Coordinator* December 2017-October 2020

- Maintained director's calendars and scheduled meetings
- Handled daily operations such as phone calls, appointment scheduling, sending out donor letters
- Filed paperwork and organized student binders for incoming and present students
- Conducted tours for interested parents, providing in depth information on the center
- Designed marketing materials using Publisher and InDesign
- Managed supply orders and inventory
- Assisted with audits

Sports Grill *Server* July 2013-December 2017

- Training and managing new hires on restaurant protocol
- Serving guests and providing a hospitable environment for their optimal comfort and satisfaction
- Ensuring guest and manager expectations are being met
- Calculating total sales and closing register at the end of each closing period
- Keeping accurate statistical information and records from sales
- Utilizing quick problem-solving skills to discreetly handle payment complications
- Using Micro Sale to conduct restaurant business
- Developing repeat business by establishing close relationships with guests
- Assisting servers to provide exceptional customer service

Hollister Co. *Sales Associate* January 2012-May 2012

- Provided top guest service to customers by greeting, locating items, and answering their questions effectively
- Supported the store in meeting sales targets by recommending merchandise to customers
- Organizing merchandise and maintaining the cleanliness of the store
- Ensured the store floor was correctly replenished at all times

My Cupcake World *Sales Associate* September 2010-December 2011

- Created and utilized different sales techniques to sell baked goods
- Set up cupcake displays at local farmers' markets
- Handled cash and credit/debit card payments using Square Business Solutions
- Issued refunds and solved payment issues effectively

SKILLS

- Proficient in Microsoft Office Suite
- Bilingual in English and Spanish

References available upon request