* **Provide and handle day-to-day exceptional administration support while being able to communicate effectively with clientele; business partners; community and government leaders; and company staff**

A meticulous administration leader with 10 plus years of client interface experience is passionate for ensuring guest satisfaction, and finding ways to go above and beyond to provide an enhance a business hospitality experience.

**Professional Experiences**

Freelance Consultant/Owner San Francisco Community Consultant

* Implementing and maintaining business continuity plans, SOP; and creating emergency preparedness-disaster response plans and procedures, workplace safety
* Advertising, Marketing & PR, and Social Media, Website Design
* Political Campaigns & Lobbying

Event Services Operation Manager Guest Services of America at Chase Center/Golden State Warriors

* Act as the point of contact/liaison between Guest Services of America & Golden State Warriors and its new home, Chase Center while overseeing event services team provides world class customer service to patrons
* Taking a lead role in resolving guest concerns
* Review on a continuous basis: general business climate to develop new business opportunities; ensure excellent customer service; expand business; and maintain existing vendor & business partners relationship
* Administrative Management Support: operating day to day operations for event services - corporate, private, concert and sporting
* HR Support: recruiting, interviewing, hiring and training staff; payroll, time sheet and staff management (50 people); scheduling and confirming staff member work schedules; and lead team with compliance of all HR policies and procedures

Office Manager Park North Real Estate Group, San Francisco

* Act as liaison between Park North SF Real Estate with public, government officials, other real estate companies (and their clients), ESCROW Officers for banks and title mortgage firms as well as the Board of Realtors
* Prepare, maintain and update real estate transaction information, materials and documents, and other confidential reports, memos and correspondences between Park North SF Real Estate Group with other real estate parties as well as ESCROW companies along with other administrative support duties assigned
* Send the documents to buyer/seller real estate agents and their clients to have signed, and maintain records of transactions until transactions are finalized
* Social Media Relations Coordinator: content creation, editing for the following mediums (including but not limited to): blog, brochures, newsletter/e-newsletters, marketing, public relations, social media, website etc.

**Education**

BA Political Science Notre Dame de Numur University, Belmont, California

AA Political Science City College of San Francisco (CCSF)

Certificates

International Business City College of San Francisco

COVID-19 Contact Tracing: John Hopkins University; Purdue University; World Health Organization

Team Training for Managers

ICS Training via FEMA/Homeland

Bureau of Security and Investigative Services Guard Card

**Computer Skills**

* Microsoft Office & Adobe Suite Photoshop
* PC and Mac, Samsung
* DropBox; QuickBooks; SalesForce
* Lotus Notes; Outlook
* ADP, Employease, HRIS, KRONOS
* Buffer, Facebook, Hootsuite, Instagram, LinkedIn, Pinterest, Reddit, SnapChat, Tumblr, Twitter, Yelp, YouTube
* SquareSpace, Wix, Word Press

Areas of Expertise Include:

* Create positive customer & public relations
* Strong organizational & management skills
* Conduct research and analysis
* Risk and Safety Management
* Comply with OSHA, HIPPA, HRIS, GIS Regulations