

Executive Assistant



Tawny Hyster

Phoenix, AZ

Job Preferences:

Desired job title:	Executive Assistant
Desired occupation:	Executive Assistant
Employment type:	Full time
Career status:	Active job seeker
Available to start:	12/2019

Education:

12/2014 – 11/2015	St. Catherine University Minneapolis, MN Physical Therapy Assistant Program, Other Minneapolis, MN
07/2005 – 11/2009	University of Minnesota Minneapolis, MN Bachelor of Fine Arts in Dance, Bachelor Minneapolis, MN

Work Experience:

11/2019 – Present	<p>Studio Manager MOKSHA YOGA Management/Manager</p> <ul style="list-style-type: none">* Oversee the daily activities of front desk personnel, including staff scheduling for receptionists, yoga advisors, and cleaning staff, 8 part-time front desk staff, and 21 yoga instructors* Hold responsibility in selling yoga products and packages to various clients* Demonstrate high-level customer service by answering high-volume phone calls and emails and resolving customer needs and complaints* Maintain the accuracy and update customer accounts, involving membership contracts and overdue accounts collections* Ensure the cleanliness of the facility by supervising cleaning staff, maintaining supplies
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- stocks, and managing equipment repair
- * Take charge of creating retail orders and inventory
- * Plan and execute various news/events board

05/2018 – 11/2019

Executive Assistant | Project Manager

BUTI FITNESS LLC

Project Manager, Management/Manager, Executive Assistant

- * Fulfilled various roles and responsibilities which included the following:
- * Production manager responsible for overseeing the development of almost 50 garments yearly, including design, fit, quality control, and ordering;
- * Studio manager, in charge of scheduling and staffing a studio with 10 instructors and 4 employees, including approval and adjustment payroll hours and classes;
- * Trade show coordinator accountable for facilitating three trade shows through coordination with event organizer, booth design, sales, and business relations;
- * Makeup Artist responsible for applying makeup to 30 people during brand photo and video shoot
- * Handled the maintenance of four eCommerce sites with total of more than 250 products, as well as created four new site pages and new eCommerce site consisted of 100 initial products
- * Developed company and client accounts, membership, and inventory products using Mindbody business management software
- * Directly responded to 150 customers on daily basis through phone, email, and in-person correspondence
- * Applied expertise in performing all aspects of executive assistant functions, including:
- * Supporting the transition of operations and programs into new ownership;
- * Ensuring seamless office operation, as well as handling correspondence;
- * Collaborating with multiple departments, such as Design, Marketing, Video, and Trainings;
- * Maintaining and updating files, programs, and records;
- * Organizing travel arrangements; and
- * Conducting research on programs to improve company operations and project management

07/2016 – 05/2018

Operations Manager

KTRNA ACTIVEWEAR

Operations manager, Management/Manager

- * Answered phone call and email from 70 customers on a daily basis
- * Organized and facilitated 21 travel arrangement yearly
- * Built and cultivated positive relationships with 25 buyers globally
- * Led the development and reproduction of 300 garments, such as design, fit, quality control, and ordering.
- * Organized and hosted over 25 shows per year by communicating with the event organizer, conceptualizing the booth design, and conducting sales and outreach within the event.
- * Fulfilled competency in performing warehouse manager tasks, including shipping 350 packages a week, handling inventory on 300 different garments, and maintaining shipping supply stock

10/2012 – 06/2016

Assistant Manager

STEP 'N STRETCH

Management/Manager

- * Served as an acting manager within one location to create scheduling for 10 employees and performing daily tasks
- * Worked as assistant manager at three of four locations, ensuring assigned tasks were completed by over 20 employees; training 30 new staff; and providing continuing education and coaching to current staff
- * Performed wide array of administrative functions, including buyer management on eight accounts, payroll adjustments, accounting ledger reconciliation, and tax preparation

* Displayed product knowledge of over 300 items, including stocking and merchandising
* Presided over 25 pop up shop annually by interacting with event organizer, designing the booth, and selling and marketing during the event

Skills:

n/a:

quality control, Google Suite Gmail, Drive, Docs, Sheets, Slides, Forms, Hangouts, Microsoft Office Suite Outlook, Excel, Word, PowerPoint, eCommerce Shopify, Bigcommerce, versatile, reliable, detail-oriented, results-focused, communication aptitudes in building rapport with all levels of individuals