



Laura Wildwith

Human Resources Assistant

PROFILE

8yrs Customer Service Experience
4yrs Administrative Experience

Highly analytical and attentive to detail with strong ability to organize and design processes for improvement in efficiency while effectively assisting others. Seeking a Human Resources Assistant role that will utilize my background and transferable skill sets.

CONTACT

654654645

gfdgdfshds@gmail.com

gfdgfsdgd, NJ

SKILLS

WORD
EXCEL
POWERPOINT
OUTLOOK

CUSTOMER SERVICE
SCHEDULING
PROCESSING PAYMENTS
PROCESSING PAPERWORK
EMAILING
FILING

EDUCATION

CERTIFICATE IN HR ESSENTIALS @ CORNELL UNIVERSITY/ECORNELL

November 2016 - February 2017

- Aligning Employee Performance with Organizational Goals
- Countering Bias in the Workplace
- Fostering a Coaching Culture
- Interpersonal Communication Skills
- Effective Hiring and Interviewing
- Addressing Workplace Behavior Issues

BACHOLAR OF ART @ NEW JERSEY CITY UNIVERSITY

September 2011 - May 2016

- Majored in Art
- Graduated Magna Cum Laude
- 3.8 GPA

HIGH SCHOOL DIPLOMA @ RIDGEFIELD PARK JR SR HIGH SCHOOL

September 2007 - June 2011

RELEVANT WORK EXPERIENCE

SALES ASSOCIATE @ ANN TAYLOR LOFT

June 2014 - October 2015; January 2016 - March 2016

- Provided exceptional customer service
- Answered phones, placed online and phone orders for customers
- Resolved customer issues
- Took and organized inventory
- Maintained high visual standards of store
- Helped implement seasonal visual merchandising directives
- Opened and organized shipment

HOLIDAY SALES LEAD @ ANN TAYLOR LOFT

October 2015 - January 2016

- Managed sales associates and delegated tasks
- Confirmed and closed payroll
- Trained new employees on the policies, culture, register and visual standards
- Counted registers, recorded profits and deposited into safe
- Responsible for reconciling complicated customer issues
- Calculated and recorded hourly sales goals
- Enforced loss prevention policies

RECEPTIONIST @ CALDERONE SCHOOL OF MUSIC

September 2007 - August 2011

- Answered and directed calls, made photocopies, scanned documents
- Sent emails, faxes, letters and bills
- Used Microsoft Word and Excel on a daily basis for mail, rolodex, scheduling, data entry, etc.
- Scheduled interviews with the school chair, faculty meetings and students' music lessons
- Greeted guests and immediately assisted them
- Confirmed payroll hours
- Ordered office supplies, music books and took inventory
- Filed employee information, student information, sheet music and music books
- Administered paperwork to students for recitals, exams, etc.

REFERENCES

KIM RUSSO, STORE MANAGER @ ANN TAYLOR LOFT

201-668-0885

TRACY MAYER, CO-STORE MANAGER @ ANN TAYLOR LOFT

201-600-1795

KATHLEEN CALDERONE @ CALDERONE SCHOOL OF MUSIC

973-428-0405