

Jamie Proia

Dependable Office Manager bringing management experience and a willingness to take on added responsibility to meet tight deadlines. Enthusiastic team player with a strong work ethic and experience in problem solving.

Fort Myers, FL

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+1 239 961 7752

Creative Problem Solver
Exceptional Communication Skills
Strong Client Relations
Multi-Line Phone Talent
Decision Making Ability
Project Management
Human Resources Management
Exceptional Interpersonal Skills
Consistently meeting Company Goals
Efficient Multi-Tasker
Conflict Resolution
Customer Service Oriented
Organized

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Stay at Home Mom

June 2021 to Present

Reservation Agent

Century 21 Real Estate - Fort Myers Beach, FL

May 2020 to June 2021

- Impeccable customer service skills
- Excellent communications
- Detail oriented
- Advanced computer proficiency
- Data Entry
- Customer Service
- Hospitality
- Knowledgeable about vacationing in the area
- Scheduling maintenance
- Providing a positive experience for guests
- Inspecting properties
- Problem solving any issues that may occur at a property
- Managing last minute check ins

- Managing housekeeping duties

Office Reviewer

BO ENTERPRISES - Glendale, CA

March 2020 to September 2020

- In charge of email & telephone correspondence
- Collecting & organizing files
- Meeting weekly deadlines
- Keeping track of jobs as they come in
- Reviewing applications for the SoCalGas company with great detail to certain criteria
- Multitasking on the computer using SoCalGas software and computer programs
- Proficient in Microsoft Office
- Problem Solving
- Laid off due to COVID-19
- Reference - Office Manager- Kim Gray (530) 370-5268

Owner and Operator

Crystal Visions Jewelry - Los Angeles, CA

March 2016 to January 2020

- Project management and planning trade shows
- Keeping track of inventory
- Completing product photography and editing
- Creating and updating company website
- Making sure sales records and goals are properly recorded
- Managing correspondence with stores and show coordinators
- Drawing out product designs and creating them using self taught metal smith techniques
- Filing taxes, paying business licenses permits and keeping them up to date
- Understanding use of Shopify & Square platforms
- Networking and updating company social media
- Accounting and budgeting
- Time management skills
- Reference - Patrizio Ercolini - Business Partner (310) 614-8789

Office Manager

Metro West Oil Service - Framingham, MA

March 2011 to March 2016

- Manages daily office operations for independent Oil Company
- Responsible for maintaining all office equipment and replenishing the inventory of office supplies
- Liaison for all communications with government offices and other large company accounts
- Keeping track & maintaining accounts payable & receivable duties
- Making bank deposits
- Human Resources management for health insurance & general liability of company
- Plans & coordinates staff events and meetings
- Answers incoming & outgoing calls while recording accurate messages
- Dispatching deliveries and service calls in a fast pace work environment
- Updates daily price on website and on company record book
- Managing and distributing the office workload to 4 customer service representatives
- Composing and updating customer handbook and company protocol

- Reference - Bob Powell - Supervisor (508) 320-8909

Hostess

BICE RISTORANTE - Naples, FL

February 2007 to February 2011

- Hospitality, greeting customers
- Managing front of house
- Answering phones & practicing proper telephone etiquette
- Inputting phone & online reservations
- Light cleaning & organizing
- Working with Opentable POS system
- Problem Solving
- Updating menus & signage
- Assist various restaurant staff when necessary
- Answer customer questions about restaurant and menu
- Reference - Luca Falcon - General Manager (321) 945-8962

Education

Studying PCP-A in Medical Billing & Coding

Cambridge College - Delray Beach, FL

January 2020 to Present

High school or equivalent

Naples High School - Naples, FL

August 2004 to August 2008

Skills

- Office Admin
- Human Resources
- Accounts Payable
- Human Resources Management
- Photography
- Conflict Management
- Office Management
- Accounts Receivable
- Phone Etiquette
- OpenTable
- Payroll
- QuickBooks
- Customer service