

# Lauren Rosazza

## Office Manager - Congregation Har Shalom

Fort Collins, CO 80526

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### WORK EXPERIENCE

#### Office Manager

Congregation Har Shalom - Fort Collins, CO -

2017-11 - Present

- \* Managed staff within the non-profit.
- \* Managed all AR/AP and ACH/CC/Check payments.
- \* Managed Payroll.
- \* Managed all HR related fields for the non-profit.

#### Office Manager

Schmidt Custom Floors - Loveland, CO -

2016-06 - 2017-11

- \* Managed all front office tasks.
- \* Managed AR
- \* Greeted clients and started the design process with them.

#### ILC Teacher

Holly Hills Elementary - Denver, CO -

2015-06 - 2015-08

- \* Work 1:1 with ILC students in specific areas of study.
- \* Administer IEP's.

#### HR and Front Office Manager

A+ Athletics - Englewood, CO -

2013-09 - 2015-05

- \* Interviewed and hired new employees. Handling all aspects of the new hire process.
- \* Managed and oversaw all employees and their responsibilities.
- \* Managed all client relations, account set up and enrollment.
- \* Processed all payments, refunds and credits.
- \* Managed payroll and employee time sheets.
- \* Answered telephones, emails and client questions. Handled all client registration and trials.
- \* Served as first point of contact for athletes and families; both new and old.
- \* Managed all aspects of the front office and HR tasks.

## **Social Media Marketing Director**

Little Bear's Child Care - Fort Collins, CO -

2011-09 - 2012-03

Developed and managed social media marketing web pages. Weekly updates, uploading pictures, editing information and managing social connections throughout the community and with current and possible future clients.

- \* Developed social media marketing strategies and ideas to stay current with the growing business and community.

- \* Actively participated with administrators and owners of the company on new marketing ideas and strategies. Presented new ideas and was eventually told to trust my judgment and make final decision.

- \* Partnered in the development of the company's new website (with outside web developer.) Given final say on all creative and informational development.

- \* Partnered in the website design and layout. Given creative ownership and final say.

- \* Restructured and rewrote all information used on the company's new website. Took information that was on the company's old website and made it innovative, eye-catching and exciting.

- \* Created and actively served on a variety of center committees focused on curriculum development, parent's night out, fundraising and community outreach.

## **Administrative Assistant**

Little Bear's Child Care - Fort Collins, CO -

2009-03 - 2012-03

Excelled in role requiring the ability to handle a variety of customer service and administrative tasks and resolve customer issues with expediency.

- \* Demonstrated proficiencies in telephone and front-desk reception within a high-volume environment. Calmed upset/angry children and clients researched and rapidly solved problems and rebuilt client trust to prevent the loss of key accounts.

- \* Restored organization to personnel and operational records and accelerated data input, processing and retrieval times.

- \* Consistently praised by management for the quality and timeliness of reports, attention to detail, exemplary customer service delivery and team-player attitude.

- \* Earned "outstanding" ratings on annual reviews. Recognized for high-quality work, organizational strengths and exceptional customer service delivery.

- \* Demonstrated proficiencies in telephone and front-desk reception within a high-volume environment. Calmed upset/angry children and clients, researched and rapidly solved problems and rebuilt client trust to prevent the loss of key relationships.

- \* Praised by administration for the quality of timeliness of reports, attention to detail, exemplary customer service delivery and team-player attitude.

- \* Served as first point of contact for students, faculty and clients calling or visiting the center for tours or administrative assistance.

- \* Provided prompt, courteous and knowledgeable assistance.

- \* Excelled within deadline-intensive environment, ensuring the accurate and on-time completion of all projects.

## EDUCATION

### **Bachelor of Arts in History**

Colorado State University - Fort Collins, CO

2009

## SKILLS

Administrative Support, customer service, RECEPTIONIST, RETAIL SALES, telephone

## ADDITIONAL INFORMATION

### KEY SKILLS

Office Skills: Telephone & Front Desk Reception \* Customer Service \* Filing Database & Records Management \* Executive & Administrative Support

\* Reports & Spreadsheets \* Complaint Handling \* Data Entry

Computer Skills: Word \* Excel \* PowerPoint \* Publisher \* Outlook \* Windows Vista/XP/7/8/10