

LORA RUBY



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OBJECTIVE

I'm a highly organized and motivated professional seeking a career that utilizes my skills in my area of competence and enriches my knowledge, allowing me the chance to be a part of a team that contributes to the growth of an organization.

SKILLS

* EXCELLENT COMMUNICATION SKILLS, EXCEPTIONAL ATTENTION TO DETAIL, HIGHLY ORGANIZED, TAKES INITIATIVE, FLEXIBLE, EFFICIENT, PROACTIVE, AND DEDICATED

*SKILLS INCLUDE WORD, EXCEL, POWERPOINT, YARDI, OUTLOOK, PAYROLL, INVOICING, MICROSOFT TEAMS, CANVA, CERTIFY, SHAREPOINT, LITMOS, CONCUR, OKTA, UKG, AND DOCUSIGN

*ABILITY TO HANDLE CONFIDENTIAL INFORMATION

*COMFORTABLE INTERACTING WITH ALL LEVELS OF EMPLOYEES

EXPERIENCE

IRT Living (Merged with Steadfast Management 2021)

L&D Support Specialist

Jun 2022 – Jun Present

- CREATE AND PROVIDE REPORTING ON TRAINING METRICS, COURSE ATTENDANCE, COMPLIANCE & EVALUATION
- PRODUCE ALL LIVE/VIRTUAL INSTRUCTOR-LED TRAINING
- SUPPORT AND ASSIST IN THE ANALYSIS, DEVELOPMENT, DESIGN, IMPLEMENTATION, AND EVALUATION OF ALL DEPARTMENT-CREATED TRAINING
- REVIEW DELIVERABLES AND MATERIALS IN ALL AREAS OF LEARNING, INCLUDING INSTRUCTION GUIDES, CORRESPONDENCE, RECORDING, COURSE CURRICULUM, ETC. TO ENSURE ACCURACY AND VISUAL EXCELLENCE
- TROUBLESHOOT AND RESOLVE SERVICE DESK TICKETS

Strategic Operations Coordinator

Nov 2020 – Jun 2022

- PROVIDE EXECUTIVE ADMINISTRATIVE SUPPORT FOR THE MIDWEST DIVISION, VICE PRESIDENT, AND REGIONAL MANAGERS
- MANAGE MONTHLY AND ANNUAL CALENDARS FOR DIVISIONAL VICE PRESIDENT AND REGIONAL MANAGERS, TRAVEL ARRANGEMENTS, AND EVENT COORDINATION
- RESPONSIBLE FOR TRACKING AND REPORTING VARIANCES WITHIN THE CORPORATE BUDGET, ANNUAL GOALS, AND SALES PROSPECT REPORTS
- CREATE NEW HIRE, TRANSFER, AND PROMOTION ANNOUNCEMENTS. WORK WITH L&D TO DISTRIBUTE COURSE COMPLETION REPORTS, TRACK PERMITS, & LICENSES, AND ENSURE THE ACCURACY OF THE COMPANY EMPLOYEES LIST
- COORDINATE ALL ASPECTS OF VARIOUS EVENTS, INCLUDING RESEARCH VENUES, CREATING A THEME, PURCHASING ITEMS, ASSISTING WITH THE PRESENTATION, AND FACILITATING EVENTS
- MANAGE RESIDENT RELATIONS, ASSIST MANAGERS WITH CLOSING HELP DESK TICKETS, MONITOR CALL CENTER, ANSWER LIVE CALLS, AND ADDRESS RESIDENT CONCERNS
- COLLABORATE WITH REGIONAL MANAGERS TO CREATE FUN COMPETITIONS, EMPLOYEE EVENTS, AWARD CEREMONIES, RALLIES, AND VOLUNTEER TIME
- PRODUCE END-OF-YEAR VIDEO

Berkshire Management

Leasing Coordinator

Jun 2015-Nov 2020

- CONTRIBUTE EXCEPTIONAL CUSTOMER SERVICE BY RESPONDING QUICKLY AND COURTEOUSLY TO ALL REQUESTS AND SITUATIONS
- MENTOR & TRAIN NEW EMPLOYEES, SHADOW CONVERSATIONS, AND REINFORCE EFFECTIVE SALES TECHNIQUES
- ASSIST WITH ALL SPECIAL PROJECTS AND EVENTS
- PARTICIPATE IN INTERVIEWING AND HIRING OF NEW EMPLOYEES
- PERFORM ALL DUTIES OF LEASING CONSULTANT

EDUCATION

PARKS COLLEGE

AAS - PARALEGAL