

Client-Focused Operations & Administrative Specialist

Customer Service Professional with Healthcare & Small Business Experience

Relationship-focused professional with strong background in customer service, small business operations, and healthcare support.

Skilled in managing logistics, scheduling, budgeting, and communications in medical, wellness, and entrepreneurial environments.

Fuses operational know-how, social media fluency, and a naturally friendly, extroverted demeanor to build trust quickly, drive word-of-mouth growth, and nurture lasting client relationships that fuel repeat business.



PROFESSIONAL EXPERIENCE

Owner & Operator, Cottage Bakery

2023 – Present

- Launched and scaled successful in-home sourdough bakery. Managed end-to-end operations, including recipe development, batch production, procurement, inventory, customer communications, invoicing, and delivery logistics.
- Referral & Social Media Marketing:** Promoted and fulfilled weekly orders through word-of-mouth and Instagram marketing.
 - Customer Experience:** Cultivated loyal customer base and maintained 5-star ratings by delivering consistent, high-quality service, upholding product standards, and responding promptly to feedback.
 - Process Optimization:** Streamlined baking and packaging workflows to improve turnaround time and reduce waste.

Childcare Provider & Household Manager, Self-Employed

2007 – Present

- Manage daily operations for household of six—plus multiple private clients—while overseeing budgeting, scheduling, logistics, and meal planning. Successfully balanced caregiving responsibilities while launching and sustaining multiple profitable side businesses.
- Calendar & Schedule Management:** Coordinated complex calendars for children’s schooling, extracurriculars, family appointments, and business operations with accuracy and flexibility.
 - Customer Service:** Delivered personalized nanny care to multiple families, ensuring consistent routines, smooth transitions, and multi-year retention through reliable, safe, and responsive support.

Health & Fitness Coach, Beachbody

2016 – 2020

- Client Relationship Management:** Supported 10+ clients monthly with personalized fitness and wellness plans.
- Sales & Goal Achievement:** Achieved Diamond rank by maintaining high client retention and exceeding product sales targets.
- Digital Marketing:** Led client outreach via social media, building a referral-based business and expanding audience reach.

Front Desk & Childcare Attendant, Club 51 Health & Fitness Club

2005 – 2013

- Customer Service:** Oversaw daycare for children aged 6 months to 12 years and delivered high-quality front desk support, managing memberships, scheduling, and guest inquiries.
- Administrative Support:** Maintained accurate records in daycare, including check-in, check-out, and incident reporting.

Optometric Assistant, Private Optometry Office

May 2012 – Nov 2012

- Patient Intake & Pre-Testing:** Conducted vision screenings and gathered health histories to prepare patients for exams.
- Administrative Operations:** Handled scheduling, chart updates, and front office coordination with attention to detail.
- Regulatory Compliance:** Ensured HIPAA compliance and delivered a warm, professional patient experience.

EDUCATION

Associate Degree, Medical Administrative Assistant

Fortis College