

Emily Goldspink

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Fort Lauderdale, FL

SKILLS:

- Microsoft Office Suite (Excel, PowerPoint, Word, and Outlook) Teams, and Google Docs
- Written and verbal communication
- Invoice processing
- Database entry
- Problem solving
- CRM & Account Management
- Calendar and appointment management
- Relationship building and customer retention
- Customer Service
- Ability to type 50 words per minute
- Zoom scheduling, Skype, and Slack
- Purchasing
- Travel coordination

EXPERIENCE:

Courtyard by Marriott, Greenville, SC

Guest Experience Agent September 2024-April 2025

- Performed administrative tasks and gathered reports to complete the audit for the Assistant Manager.
- Worked in close liaison with the housekeeping team and generated reports for the Housekeeping Manager.
- Answered phones, transferred calls, answered questions, and performed any other relevant telecommunicative actions.
- Booked reservations for hotel guests and worked with Expedia and other third parties to resolve any conflicts.

Indigo Hotel, Ramat Gan, Israel

Receptionist August 2021-October 2023

- Efficiently followed procedures from an extensive daily report and ensured all tasks were completed.
- Compiled cash reports, departure reports, generated vouchers and completed billing for guests who required specific accommodations.
- Booked travel and Israel tours.
- Ensured the front desk and lobby area stayed clean, organized, and presentable.

Brookfield Renewable Energy, New York, NY

Administrative Assistant February 2019-October 2020

- Managed the daily appointment calendar for the Senior Vice President of Human Resources, the reception area for an office floor consisting of two companies and over 200 employees, and the scheduling and booking of 19 conference rooms.
- Assisted the Human Resources team with various administrative tasks including handling confidential material, tracking employee compliance training on Excel, submitting tax notices to our payroll team, and managing employment immigration documentation.
- Composed and co-wrote important internal documents such as a welcome letter to new hires and travel and entertainment policy documents. Powerpoint presentations were reformatted to TERP format.
- Worked with Genpact consultants to maintain accurate PO reports by ensuring vendors have the funds to complete invoices for the Accounts Payable team and requested purchase order numbers for new vendors.
- Coordinated wellness and office events while maintaining a strict budget generated by Human Resources.
- Assisted executives with expense reports for the Senior Vice President of Human Resources and assisted the Facilities and Maintenance teams by ordering supplies and consistently ensuring all work areas were fully stocked.

The Siskind Group, New York, NY

Administrative Assistant July 2018-February 2019

- Completed and distributed the daily calendar for the President, Executive and Sales teams.
- Scheduled appointments for the President of the company and assisted him daily.
- Coordinated travel arrangements for the President.
- Implemented a daily package log for the Production Team and a personal calendar for the President on Microsoft Excel.
- Completed administrative projects for the customer service team.
- Assisted the Customer Service team with various administrative tasks, completed PowerPoint presentations and created Excel spreadsheets for the sales team.
- Ordered and restocked supplies for the showroom and the off-site warehouse, received packages and logged and distributed them accordingly.

EDUCATION:

ONLC Training Centers Digital Courseware, Greenville, SC: *Excel Workbooks, Formulas and Functions*, June 5, 2024

Simmons University, Boston, MA: *B.A. in Public Relations and Marketing Communications, Minor: Retail Management*, August 2015

Study Abroad: Istituto Lorenzo de' Medici, Florence, Italy: *Major area of study: Fashion & Buying Concepts and Event Planning* Spring Semester 2014