

SUMMARY

Workplace, events, and people experience professional with over a decade of experience managing office operations and delivering seamless events for employees, clients, and guests. I bring strong vendor and budget management skills and a practical approach to keeping busy offices running smoothly.

PROFESSIONAL EXPERIENCE

Emax Financial & Real Estate Advisory Services, LLC - New York, NY

Director, Strategic Implementation | Director, Administrative Operations | Operations & Office Manager (2011 – 2025)

Workplace Experience & Office Management

- Led end-to-end workplace operations for multi-office environments, including office setup, space planning and utilization, and day-to-day service delivery
- Managed relationships with building management, third party vendors, and contractors, overseeing performance, contracts, issue resolution, and building safety and emergency protocols including serving as a primary emergency contact
- Provided first line IT support, including AV, for meetings and office technology, escalating issues to third party vendors, as needed
- Maintained inventory tracking for office, kitchen, IT, and health and safety supplies, managing procurement and reordering to keep the office fully stocked
- Managed visitor experience end-to-end, including registration in building security systems, escorting guests, and ensuring their comfort throughout their visit

Event Planning & Coordination

- Planned and executed 50+ corporate, client, and employee events with budgets ranging from \$1,000 to \$30,000
- Developed event project plan template establishing standardized milestones, workflows, and checklists for consistent event execution
- Coordinated timelines, venue scouting and selection, contract negotiation, catering and menus, branded merchandise, vendor management, guest lists, RSVPs, and purchase orders
- Provided day-of on-site management ensuring smooth execution of conferences, meetings, team outings, and client dinners

Recruiting & Talent Acquisition

- Managed full-cycle recruiting across all roles, posting positions on LinkedIn, Indeed, Idealist, Handshake, and directly to universities
- Screened all incoming resumes and maintained internal candidate tracking; conducted initial phone screens and determined advancement to subsequent rounds for roles up to manager level
- Coordinated interview scheduling across hiring managers, President, and CEO, including travel arrangements and candidate hospitality (meals, logistics) for out-of-town candidates
- Drafted and issued offer letters, coordinated NDA execution, and managed all pre-hire setup including PEO enrollment, I-9 and E-Verify completion, desk and tech setup

Onboarding & Employee Experience

- Conducted all first-day onboarding sessions including office orientation, staff introductions, and workspace setup

- Developed onboarding checklist and PowerPoint presentation to standardize the process and ensure continuity in my absence
- Designed onboarding programs, mentored new hires, and oversaw employee engagement programming
- Implemented onboarding/offboarding procedures and maintained employee handbook

Office Real Estate & Facilities Projects

- Led relocation of NY office from FiDi to Tribeca, downsizing from 2,500 to 1,500 sq ft, including lease review, coordinating movers and junk removal, and obtaining certificates of insurance
- Managed sublease arrangements, including subtenants in the original FiDi office and a shared-space sublease with a partner company in the DC office
- Supervised build-out of a new DC office and a 1,500 sq ft expansion of the Tribeca office, coordinating scheduling, electrical, and IT installation
- Decommissioned the FiDi office following the Tribeca relocation, and the DC office upon its transition to a coworking space

Business Continuity & Return-to-Office

- Managed office and business operations remotely during the COVID-19 shutdown, maintaining vendor and lease continuity while supporting HUD Joint Venture obligations
- Contributed to return-to-office policy development as part of a four-person team and coordinated physical reopening, including staff communication of the return plan
- Maintained ongoing shutdown and reopening protocols in response to COVID-19 exposures, supporting a phased return to a 3-day in-office model by 2022

Administrative & Financial Operations

- Managed accounts payable/receivable of \$2M–\$5M annually, overseeing invoicing, reconciliations, and reporting
- Partnered with accountants on taxes, quarterly filings, and financial compliance
- Managed business insurance programs including policy renewals, broker relationships, certificate of insurance coordination, and claims filing
- Oversaw contract lifecycle management, ensuring vendor and operational compliance
- Managed small team of financial and administrative support staff
- Provided executive level administrative support including calendar management, travel coordination, and expense processing for CEO and consulting team

Strategic Projects & Initiatives

- Adapted to rapid organizational growth, including company expansion from 8 to 20 employees within a few months and restructuring into two distinct business operations while maintaining team culture through periods of significant change
- Managed business operations through an extended remote work period and supported a phased return to in-office work
- Partnered with COO and executive team on cross-functional initiatives to improve efficiency and operations
- Drafted, implemented, and trained staff in corporate policies and procedures
- Led technology initiatives, including research, planning, and execution of new systems
- Supported HUD Joint Venture customer service team managing service request intake and resolution using the Happyfox ticketing system while carefully handling sensitive government data

EDUCATION:

SUNY Empire State College – Bachelor of Science in Business Management
Fashion Institute of Technology – Associate of Applied Science in Fashion Business

PROFESSIONAL DEVELOPMENT:

New York University – Hospitality & Tourism Industry Certification, 2026
BrainStation – Data Analytics Certification, 2026
BrainStation – Artificial Intelligence Certification, 2026
New York Real Estate Institute – Certificate in Real Estate Sales

SKILLS:

Workplace Experience & Facilities Management | Event & Meeting Management | Hospitality | People Operations | Vendor & Client Relations | Budget Oversight | Administrative & Financial Operations | Policy Development | Recruiting & Talent Acquisition | Employee Engagement | Google Workspace | Tableau | Microsoft Office Suite | SharePoint | OneDrive | Salesforce CRM | Slack | Zoom | MS Teams | Squarespace | HR & Payroll Administration | Contract Compliance | Travel Coordination | Executive Assistance | AI Prompt Engineering & Context Design | Generative UX Design | Human-In-The-Loop AI Workflows | MySQL Workbench | QuickBooks | HRIS | DocuSign | Clicktime | Happyfox | Tenrox | Sense of Humor