

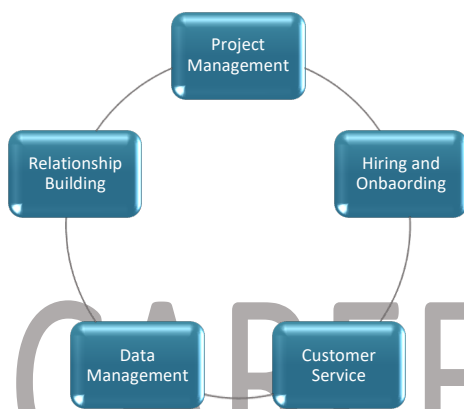
JANE ADIKOS

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DYNAMIC ADMINISTRATIVE ASSISTANT

CROSS-FUNCTIONAL, INDISPENSABLE ADMINISTRATIVE LEADER with 10+ years' experience improving the workflow of staff and customer retention for businesses through an array of support roles in office management, customer service, and event planning. Vital resource who meticulously coordinates schedules, distributes critical communication, hires talent, designs advertisements, and enhances filing management systems to maintain records. Transformative relationship builder, effortlessly liaising with prospective customers to secure business, drive sales, and champion growth.

Proficient in Microsoft Office Suite (Word, Excel, Publisher), and iPhoto



Notable Qualifications:

MULTIPLE AWARD WINNER, receiving **Employee of the Year** and **Hospitality Award for Guest Relations** designations for consistent, superior service.

DEPLOYED HIGH-PROFILE PROJECTS for real estate, hotel, and public relations agencies accelerating performance, productivity, and business growth, with sales surging.

PROMOTED TO ROLES OF INCREASING AUTHORITY at multiple companies for the ability to enhance the customer service experience, dismantle internal silos, streamline communication, and increase productivity across all teams.

CORE COMPETENCIES

- Project Management
- Office Management
- Accounts Receivable
- Reception
- Meeting Planning
- Customer Service
- Record Keeping
- Staff Training
- Business Liaison

PROFESSIONAL EXPERIENCE

THE RIVER HOTEL, New York, NY

May 2007 to March 2020

194-unit contemporary boutique hotel in Midtown Manhattan

Created enjoyable, amenity-filled experiences through friendly and knowledgeable guest service, collaboration with management, sales, and food and beverage teams, and consistent follow-up during guests' stay. Transitioned into multiple, simultaneous roles to coordinate events, plan reservations, and accommodate requests.

PBX Operator

- Sustained 85%+ occupancy for hotel through strong guest relations, business development, and top-tier administrative, event coordination, and accounting performance.
- Ensured rooms fully supplied with bedding and toiletries to accommodate 50+ new guests daily.
- Answered 100 calls per day promptly, exhibiting strong knowledge of hotel operations to answer questions accurately, direct calls appropriately, and deescalate potential conflict without management involvement.
- Selected floral arrangements for special occasions using a creative eye, guests' taste, and budget.
- Developed strategic digital advertising and social media campaigns, increasing online traffic.

Front Desk Agent

- Create an inviting experience from initial entry by checking in and out guests daily, ensuring all accommodations were met and concerns addressed quickly and professionally.

THE RIVER HOTEL CONTINUED...

- Committed to prompt and consistent service by regularly corresponding with bell staff for guest assistance.
- Preregistered groups for events, ensuring hospitality suite and conference room supported group capacities and amenities supplied.
- Balanced accounts, authorizing payments for all guests and corresponded with accounting to verify payments.

Concierge

- Designed balcony suites for wedding parties, proposals, honeymoons, and other special occasions to the expectation of the guest.
- Assessed guests' interests, while liaising with local businesses to plan itineraries for the optimal city experience.
- Made restaurant reservations without overlap in scheduling, making special accommodations when requested to satisfy the guest; booked Broadway show tickets and tour bus excursions as part of guests' itineraries.
- Collaborated with sales team to create daily VIP guest list and complementing premium amenities to retain business and generate referrals.

PR SERVICES., New York, NY

January 2007 to March 2007

Public relations consulting firm representing renowned and emerging brands in high-end fashion, make up, and skin care
Supported 15 Account Executives and public relations (PR) staff in delivering high-end campaigns for premier skincare products, accelerating business profits, and tapping into new markets.

Personal Assistant

- Supported clients with product launch campaigns by editing photos for promotions, compiling media contact list, and inventorying sample closets.
- Liaised with Account Executives and clients to create product revenue success.
- Maintained strong relationships with media, continually updating contact list to adjust to changes.
- Edited and manipulated product photos for advertisements and media coverage.
- Managed shipments of mailers and packages for executives to promote services to prospective clients.

WINDMILER REAL ESTATE, Seattle, WA

August 2003 to January 2007

Largest regional real estate company in Western United States, with 300+ offices and 7,000+ agents
Promoted to cross-functional roles for ability to deliver high-level administrative support while providing creative flair to design engaging advertisements.

Advertising Coordinator

- Performed copywriting for weekly ads for The Seattle Times that generated more business.
- Created captivating promotional flyers to agents to entice new business and drive sales.
- Supported agents in writing letters and creating labels for all marketing materials.

Office Manager

- Recorded desk fees for 90 agents, keeping track of payments to ensure accurateness.
- Managed front desk staff, turning underproducing individuals into teams that work efficiently.
- Hired front desk staff, championing them to perform work to their greatest potential.

Administrative Assistant

- Used Microsoft Publisher to create professional flyers for agents to attract new business.
- Tracked listings and sales to ascertain processes that work effectively to close deals.
- Supported executives in fulfilling demands of busy schedules by preparing correspondence and filing documents.

EDUCATION**Bachelor of Arts (BA) in Media Relations:** University of Washington, Seattle, WA