

Charlotte Rossi

Administrative and Hospitality Professional

New Rochelle · NY · US

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Summary

Detail-oriented professional with over 8 years' experience in hospitality and administrative roles, with strong customer interaction, problem-solving, and scheduling skills. Demonstrates adaptability and dedication in fast-paced environments. Seeking new challenges to leverage organizational abilities in a team-focused role. Eager to learn and grow within a professional office setting.

Experience

Sunrise Dental Group

Administrative Assistant | 01 Apr 2022 – 31 Mar 2024

Managed front desk operations including answering phones, greeting patients, and scheduling appointments. Processed billing paperwork and patient insurance documentation for dental services. Maintained office supplies inventory and coordinated with vendors. Assisted with organizing patient files, filing, and maintaining digital records. Supported office manager in preparing routine reports and mailing correspondence.

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Bistro Paloma

Shift Leader | 01 Sep 2018 – 28 Feb 2022

Oversaw evening shifts for a 70-seat casual-dining restaurant. Resolved customer issues by providing high quality service and building rapport. Trained new waitstaff in POS usage, menu knowledge, and hospitality standards. Coordinated staff coverage and break schedules during peak hours. Managed daily cash reconciliation and deposit preparation.

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GreenSpa Wellness

Receptionist | 01 Jun 2016 – 30 Jun 2018

Welcomed clients, answered phones, and booked appointments for massage therapists and estheticians. Maintained spa retail inventory and processed sales transactions. Handled basic bookkeeping tasks and client email communications.

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Education & Training

Associate of Arts, Liberal Arts

Westchester Community College

01 Jan 2013 – 31 Dec 2015

Skills

Customer Service, Conflict Resolution, Point-of-Sale Systems, Event Planning, Microsoft Office Suite, Inventory Management, Multitasking, Data Entry, Scheduling, Time Management, Cash Handling, Social Media Posts, Basic Bookkeeping, Filing & Record Keeping, Staff Training (informal), Written Correspondence

Certifications

First Aid/CPR | 2025-12-31

American Red Cross

Awards

Employee of the Month | 2020-03-01

Bistro Paloma

Employee of the Month at Bistro Paloma (March 2020)

Projects

Client Open House Event | 01 Jan 2023 – 31 Dec 2023

Coordinated a successful client open house event at Sunrise Dental Group with over 100 attendees (2023)

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Interests

Cooking | – Present

Hiking | – Present

Volunteering | – Present

- local food pantry

References

References available upon request