# Isabella Fuentes

*Office Coordinator*

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| **Profile**  Customer-focused service professional with over 8 years of experience in retail, hospitality, and administrative support roles. Adept at managing front-line operations, assisting customers, and coordinating basic scheduling tasks in fast-paced environments. Seeking a transition into an office coordination role where organizational skills and attention to detail can be utilized. Limited exposure to construction or project management environments; background primarily in customer service and data entry.  **Skills**  Microsoft Office, Point-of-Sale (POS) Systems, Customer Service & Conflict Resolution, Data Entry & Record Maintenance, Scheduling & Appointment Coordination, Inventory Restocking, Cash Handling, Social Media Posting, Phone Etiquette, Light Administrative Support, Team Collaboration, Time Management, Basic PDF Editing, Email Management, Retail Merchandising, Multitasking in High-Traffic Environments, Bilingual  **Languages**  English — Conversational  Spanish — Conversational  **Awards**  Employee of the Quarter | 2021  Sun Valley Spa  Recognized as “Employee of the Quarter” twice at Sun Valley Spa for consistent attendance and positive customer feedback (2021, 2022).  Employee of the Quarter | 2022  Sun Valley Spa  Recognized as “Employee of the Quarter” twice at Sun Valley Spa for consistent attendance and positive customer feedback (2021, 2022).  **Certifications**  Notary Public License | 2020  Arizona  **Interests**  Yoga  Indoor Plants  Weekend Hiking  Baking | **Experience**  **Administrative Assistant at Sun Valley Spa & Wellness Center**  01 Mar 2021 – Present  Answer phones, schedule appointments, and greet clients in a high-volume wellness spa. Maintain client files and update contact information in the database system. Coordinate supply orders for retail merchandise, including lotions, candles, and skincare items. Assist with monthly inventory counts and reordering of front-desk materials. Support marketing team with social media content scheduling using Meta Business Suite. Handle cash and credit transactions with accuracy.   * Answer phones, schedule appointments, and greet clients in a high-volume wellness spa. * Maintain client files and update contact information in the database system. * Coordinate supply orders for retail merchandise, including lotions, candles, and skincare items. * Assist with monthly inventory counts and reordering of front-desk materials. * Support marketing team with social media content scheduling using Meta Business Suite. * Handle cash and credit transactions with accuracy. * Role involves no construction, bidding, estimating, or project management tasks.   **Sales Associate at Desert Bloom Florist**  01 Jun 2018 – 01 Feb 2021  Assisted customers in selecting floral arrangements for events and gifts. Packed and labeled orders for delivery, ensuring correct specifications. Managed in-store display rotations and restocked inventory weekly. Trained two new hires on customer service protocols and POS system usage. Collaborated with event planners on delivery schedules for weddings and corporate events. Participated in seasonal inventory audits.   * Assisted customers in selecting floral arrangements for events and gifts. * Packed and labeled orders for delivery, ensuring correct specifications. * Managed in-store display rotations and restocked inventory weekly. * Trained two new hires on customer service protocols and POS system usage. * Collaborated with event planners on delivery schedules for weddings and corporate events. * Participated in seasonal inventory audits. * Average tenure: 2.7 years – primarily focused on customer interaction, not procurement or contract negotiation.   **Café Attendant / Cashier at Morning Brew Café**  01 Sep 2016 – 01 May 2018  Operated cash register and processed daily transactions with minimal discrepancies. Restocked coffee beans, pastries, and beverages based on daily sales trends. Maintained cleanliness of dining and service areas in compliance with health codes. Assisted shift supervisor with opening and closing duties. Communicated with food suppliers regarding delivery delays (e.g., milk shortages).   * Operated cash register and processed daily transactions with minimal discrepancies. * Restocked coffee beans, pastries, and beverages based on daily sales trends. * Maintained cleanliness of dining and service areas in compliance with health codes. * Assisted shift supervisor with opening and closing duties. * Communicated with food suppliers regarding delivery delays (e.g., milk shortages). * Left position due to relocation to Phoenix.   **Education & Training**  **Associate of Arts, Communications**  Pima Community College  – 01 Jun 2016  **Projects**  **Improved Scheduling Template**  2022 – 2022  Reduced front-desk wait times by 15% through improved scheduling template (internal initiative, 2022).   * Reduced front-desk wait times by 15% through improved scheduling template (internal initiative, 2022).   **References**  References available upon request. |