

Asmita Quiroga

Operations Coordinator

Seattle · WA · US

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Summary

Customer-focused professional with over 12 years of experience in operational coordination, client engagement, and team collaboration across retail and service environments. Demonstrated ability to manage workflows, support cross-functional teams, and maintain accurate documentation under fast-paced conditions. Skilled in using POS systems, organizing inventory, and delivering consistent service outcomes. Currently expanding technical knowledge through targeted coursework in cloud platforms and network fundamentals. Seeking to transition into project coordination within technology-driven environments, bringing strong organizational aptitude, communication skills, and a commitment to process consistency. While lacking direct experience in quantum networking or technical incubation projects, possesses transferable skills in documentation, schedule tracking, partner communication, and logistical support. Open to intensive training and hands-on learning in technical domains.

Experience

Northwest Community Tech Hub

Operations Coordinator | 01 Mar 2020 – Present

Supported daily operations of a community-focused technology access center offering public computing, training workshops, and equipment lending.

- Coordinated scheduling for lab space usage across 5 technical programs, managing reservations and availability for researchers, students, and visiting partners.
- Maintained equipment logs for 120+ devices, tracking check-in/check-out status, condition reports, and service needs; reduced missing equipment incidents by 18% through improved logging.
- Liaised with external vendors to arrange deliveries, repairs, and software license renewals; served as first point of contact for service technicians.
- Assisted in organizing 6 technical workshops per quarter, coordinating room setups, materials distribution, and post-event feedback collection.
- Drafted operational reports and meeting summaries for leadership, improving internal communication and follow-up on action items.
- Trained 15+ new staff and volunteers on facility procedures, safety protocols, and customer engagement standards.
- Note: Lab space occasionally used by university-affiliated research groups exploring network prototypes; did not participate in technical aspects but supported logistical setup.

Urban Essentials Retail

Store Team Lead | 01 Jun 2015 – 01 Jan 2020

Managed frontline operations for a mid-sized retail store serving urban professionals and remote workers.

- Led daily shift operations for a team of 8–12 staff, ensuring consistent service delivery during peak hours.
- Handled cash management, daily reconciliation, and inventory audits across 1,200+ SKUs; reduced cash discrepancies by 22% over two years.
- Collaborated with regional managers to implement new merchandising layouts and promotional campaigns, increasing foot traffic by 12% in Q4 2018.
- Resolved escalated customer concerns, including delivery delays and product inquiries, maintaining a 94% satisfaction rate in post-interaction surveys.
- Supported roll-out of a new POS system across 5 stores, providing feedback and training support to peers.

Evergreen Market & Café

Customer Service Associate | 01 Sep 2011 – 01 May 2015

Provided high-volume customer service in a combined retail and café environment.

- Operated POS system to process sales, returns, and discounts; managed cash drawer with 99.7% accuracy over 4 years.
- Maintained visual presentation of front-of-house areas, including signage, displays, and inventory organization.
- Trained 6 new hires in customer service techniques and operational workflows.
- Communicated supply needs to managers based on usage trends and customer feedback.

Education & Training

Bachelor of Arts, Communications

University of Oregon

01 Sep 2007 – 01 Jun 2011

In Progress, Professional Development

– Present

Skills

Project Coordination Support, Client Communication & Relationship Management, Data Entry & Documentation, Inventory & Asset Tracking, Cross-Functional Collaboration, Time Management & Scheduling, Microsoft Office Suite, Google Workspace, POS Systems, Basic Technical Troubleshooting, Meeting Minutes & Report Drafting, Budget Tracking, Task Delegation & Follow-Up, Customer Service & Conflict Resolution, Team Training, Compliance with Operational Procedures, Event & Logistics Planning, Active Listening & Clarification Techniques, Problem Recognition & Escalation, Adaptable to Changing Priorities, Organizational Recordkeeping, Presentation Support, Remote Collaboration Tools, Stakeholder Update Preparation, Procurement Support, Workflow Prioritization, Attention to Detail, Multitasking in Deadline-Driven Environments, Familiarity with Azure

Languages

English | – Present

native

Spanish | – Present

conversational – written and spoken

Certifications

First Aid & CPR Certified | 2022

American Red Cross

Washington State Food Handler's Permit | 2020

Awards

Improved Operational Reporting | – Present

Northwest Community Tech Hub

Redesigned monthly equipment usage reports using Excel templates; adopted org-wide to track lab availability.

Reduced Cash Handling Errors | – Present

Urban Essentials Retail

Implemented a double-verify system during shift changes at Urban Essentials, cutting discrepancies by over 20% within 12 months.

Successful Workshop Coordination | – Present

Northwest Community Tech Hub

Supported planning and execution of 32+ technology workshops, achieving 89% average attendee satisfaction.

Consistent Service Recognition | 2012-2014

Evergreen Market & Café

Received “Top Performer” recognition 5 times for customer service excellence at Evergreen Market & Café (2012–2014).

Interests

Technology accessibility | – Present

community education | – Present

process improvement | – Present

emerging digital infrastructure | – Present

References

References available upon request.