

# **Claudia High-Mathews**

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## **Summary of Qualifications**

I am a dedicated and take-charge professional, with comprehensive leadership and management experience within Office Management, Customer Service and Facilities industry. I have gained more than enough experience collectively in this field and I am looking forward to utilizing my skills and abilities within an organization where I can make a tangible difference on a daily basis. My software experience: Retail Management system, Microsoft Office Word, Excel, PowerPoint, and Outlook.

## **Professional Experience**

### **Flagship (Twitter Site and Stripe site)**

**02/16-Present**

#### **Day laborer**

- Report all onsite repairs.
- Light maintenance work as needed.
- Dust light fixtures and window seal.
- Coordinate cafeteria layout daily with kitchen staff.
- Dispose of daily trash.
- Clean windows, mirrors, and light fixtures.
- Retrieve dirty, misplaced dishes, and deliver to wash pit.
- Restock all janitorial supplies as well as restroom supplies.
- Daily Inventory checks on janitorial supplies, locker room towels, and all feminine care products daily.

### **ABM/Flagship (Uber site)**

**06/15-2/16**

#### **Mail/Delivery Clerk**

- Sort and alphabetize all incoming mail.
- Process all FedEx, UPS, and USPS Packages.
- Deliver assigned Packages and mail to Employees desk.
- Collect and deliver ALL legal documents and company Merchandise to offsite locations.
- Coordinate Rush Deliveries and time sensitive shipments.

### **Equinox**

**10/14-5/15**

#### **Maintenance MOD**

- Ensure that the club and exercise equipment is cleaned and well maintained. Provide all members, prospective members, and guests with excellent customer service.
- Assist with special events.
- Modify daily work schedule and staffing.
- Use janitorial equipment appropriately and efficiently.
- Clean and organize storage, laundry, exercise equipment, and offices.
- Receive and store all deliveries.
- Ensure that the sidewalk entrance and lobby are presentable.
- Performed facility walk through daily after closing hours.

### **Lombardi Sports**

**2/99-9/14**

#### **Office Manager**

- Answer, screen, and direct all incoming calls.
- Dispatch calls on a multi-line phone system for office staff and Sales departments.
- Respond to customer service questions and complaints in a polite and friendly demeanor.
- Greet all on-site visitors in the main office in order to determine the nature of their business and direct them to the appropriate personnel.
- Keep up on daily whereabouts of staff for all department managers and retail staff members.
- Coordinate all incoming and outgoing faxes.
- File vendor invoices and vendor packaging slips.

- Receives and distribute all daily mail and small packages.
- Create and print fax cover sheets, memos, correspondence, reports and other documents when needed.
- Create and manage schedules for weekend receptionists.
- Manage database for reward card customers and customer zip code data.
- Help maintain a clean and organized office environment.
- Order and restock all janitorial, break room, and office supplies.

#### **Formal Education**

El Cerrito High School El Cerrito, CA

**References Available upon Request**