

**Sierra Mayo**  
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(510) 717-4465

### **SUMMARY OF QUALIFICATIONS**

Dedicated and hard-working professional with excellent organizational, interpersonal, oral and written communication skills. Highly motivated, detail-oriented, able to manage multiple projects, work well under pressure, adaptable, strong team player and independent worker, quick learner, tech savvy. Regularly exceed expectations and goals.

### **EXPERIENCE**

**Office Manager.** July 2016-present || T3 Advisors LLC, San Francisco, California.

- Manage studio facility, including day-to-day operations, supplies, and maintenance.
- Manage memberships for individuals and organizations making temporary use of the studio, including on/off-boarding members, managing all membership contracts, and communicating changes to management.
- Coordinate events logistics with both internal and external parties and provide on-site support during events.
- Create and manage operations and events budgets.
- Manage conference room and events calendars.

**Account Specialist.** April 2015-June 2016 || Deckers Brands, Richmond, California.

- One of two staff hired to launch and operate customer service department in remote office.
- Provided exceptional order management, administrative support and customer service to half of sales reps and wholesale retailers using proprietary systems.
- Assisted with materials prep and on-site support at bi-annual sales meeting and Marketing events.
- Coordinated annual holiday party, December 2015

**Lead Supervisor.** January 2013- April 2015

Metropolitan Coffee and Concessions (Both their locations in Berkeley, CA at BART & San Francisco, CA at PG&E),

- Offered in-depth product and company information to patrons and new-hires.
- Handled high volumes of cash intake, ensuring accuracy and helping to maintain the integrity of all employees on shift with me.
- Trained new-hires in customer service practices, POS systems, cleaning and equipment upkeep and the crafting of high-quality beverages.
- Ordered and received supplies and ingredients on a daily basis.
- Accurately recorded and filed invoices daily
- Prepared sales reports for management review daily.
- Crafted high-quality coffee beverages.
- Undertook various managerial support tasks as needed

**Customer Service Representative & Administrative Assistant.** Feb2007-Jan2013 || Aurora Theatre Company, Berkeley, California.

- Provided exceptional order management and customer service to theatre patrons in widely used ticketing system.
- Assisted with mass mailings, filing, reporting and data entry.
- Supported Development team with mailings, donation solicitations and acknowledgements. Tracked all donations made during annual fundraising gala in proprietary database.

### **EDUCATION**

Major Business Accountant||University of California, Berkeley || 2014-present

### **SKILLS**

Proficient Word, Power Point & Microsoft Outlook (including Gmail & Google Apps, Social Media platforms).

### **VOLUNTEER**

Service participant with Clif Bar's In Good Company in the Stanislaus National Forest, October 2015.

Fundraiser for the Breast Cancer Fund's Peak Hike for Prevention. November 2014.

Service participant with the Magnolia Project in New Orleans post-Hurricane Katrina, May 2011.