

Tenecia Harris

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SUMMARY OF SKILLS

Seasoned Administration Manager with decades of experience in account management, operations, customer service.

Renowned for exceptional organizational skills, consistently achieving top performance. Adept at seamlessly liaising with individuals across diverse departments in a multicultural setting ensuring successful collaboration and outstanding results.

Technical Skills: Google Workspace and Suites, Salesforce, HireRight, Cornerstone, QuickBooks, Asana, Microsoft Office, Integra, Adobe Bridge, Lightroom, Final Cut, Digital Marketing, SEO Tagging, Video Editing, Photography, Drone Photography, YouTube, WordPress

EMPLOYMENT HISTORY

Administrative Manager (Coordinator)

2022 to Present

International Rescue Committee, New York, New York

Administrative and Logistical Management

- Proficiently managed a spectrum of administrative and logistical support services for the VP and Senior Director, including scheduling and coordinating travel arrangements.
- Orchestrated seamless coordination between departments successfully planning and executing projects.
- Spearheaded vendor contracts, ensuring vendors' compliance with company policies.

Team Coordination and Communication

- Collaborated effectively with team to maintain up-to-date team information for both internal and external use.
- Supported VP in expense reconciliation related to logistics and travel documentation.

Data Management and Organization

- Maintained and updated shared department salary allocations and tracked vacation leave through calendar management.
- Ensured the accuracy of mailing lists and facilitated regular Distribution List updates.
- Managed printing and procurement of materials for meetings, workshops, and events.

Event Planning and Coordination

- Planned and executed special occasions, such as birthdays, welcome parties, and farewell parties.
- Supported onboarding processes for new hires, including procurement of hardware and IT setups.

Digital Content Creation and Marketing

- Created and edited videos ranging from 1 to 1.5 hours for the company's YouTube channel.
- Produced bi-weekly communications using visual written content created in Canva to enhance brand awareness.

Community Engagement

- Provided assistance to the International Rescue Committee (IRC), contributing to their mission of helping people recover from conflict and disaster.
- Engaged in collaboration with anti-trafficking service providers and survivors to facilitate Zoom webinar training sessions conducting debrief sessions to offer emotional support.

Technical Proficiency:

- Demonstrated technical expertise and support for www.frameworkta.org assistance.

Senior Volunteer Specialist

Volunteer and Intern Program Management

- Recruit, train, orient, and efficiently manage volunteers and interns for the local SD office.
- Conduct interviews and oversee background checks for interns and volunteers, ensuring compliance with IRC HQ policies, programs, and procedures.

Recruitment and Onboarding

- Organize and execute recruitment cycles, overseeing the entire office-wide application, screening, and interview process
- Ensure alignment of assignment descriptions with staff & client needs, maintaining consistent formatting & posting.
- Lead the onboarding and exit processes for volunteers and interns, including background checks, technical support for IT

account setup/closure, and general orientation sessions. Proficiently manage Salesforce CRM system.

Community Partnerships and Coordination

- Cultivate and maintain strong relationships with various community partnerships
- Collaborate closely with staff to identify volunteer needs, assist in creating assignment descriptions, and ensure timely posting.

Data Management and Reporting

- Maintain comprehensive electronic records for all interns and volunteers, recording and reporting all time.
- Enter case notes and records into the database while managing timesheets for accurate financial reporting.

Local Coordinator

2017 to 2020

International Culture of Exchange Student Services, Los Angeles, CA

-Collaborated closely with the regional director, providing comprehensive administrative support for student management.

School Relationship Building

- Assisted students, parents, and school administrators with various tasks, including scheduling, counseling, and grade-related inquiries, providing student support and communication

Workshop and Conference Coordination

- Organized and facilitated workshops and conference calls involving students, host families, and administrators.
- Proficiently recorded accurate meeting minutes, presented slide decks, and distributed relevant resources to stakeholder

Orientation and Home Inspection

- Cultivated and nurtured relationships with administrators from accredited high schools, demonstrating a deep understanding of each school's policy regarding foreign exchange students.

Bridal & Special Occasion Hairstylist & Makeup Artist

2012 to Present

Freelance, Owner of Small Business, Los Angeles, CA

Sales Account Manager

2009 to 2012

Private Real Estate Firm, Los Angeles, CA

- Fostered strong relationships with a portfolio of 70+ clients, gaining in-depth understanding of their credit needs.
- Implemented a CRM system that led to a 15% increase in sales and enhanced tracking of both new and existing client accounts.
- Diligently prepared for and conducted over 50 client meetings, achieving a close rate 5% above the industry average.
- Engaged client consulting, telemarketing, and outbound email prospecting, resulting in a 10% increase in leads
- Proficiently processed payment transactions and accessed credit information from Experian, Equifax, and Trans Union .
- Served as the escalation point for the team in addressing unresolved customer issues, effectively resolving business and potentially contentious matters
- Recruited and onboarded B2B partnerships with other sales agents in markets requiring additional sales and service coverage across the East and West regions.
- Provided responsive support for email inquiries and triaged inbound chat support calls to assist with new account setup, refunds, and troubleshooting, consistently achieving high customer satisfaction .

EDUCATION and PROFESSIONAL DEVELOPMENT

BA in Communications

2025

University of Hawaii at Manoa, Honolulu, HI

AA in Liberal Arts

2023

Santa Monica College, Santa Monica, CA

Certificate in Entrepreneurship

2023

Santa Monica College, Los Angeles, CA

AS in Business & Marketing

2023

Santa Monica College, Santa Monica, CA