

Carolyn F. Yanoti

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Summary:

Highly motivated self-starter with professional customer service experience with a variety of roles including event planning and administrative work. Able to work in fast pace environment, knowledge of products, and multi-tasking in a professional manner. Results-driven with attention to detail; excellent oral and written communication skills, able to upsell products, superior organizational and interpersonal skills, as well as conducting job responsibilities in a courteous manner.

Experience:

2012 : Medical Billing and Reception, Complete Chiropractic Rehabilitation

- Proficiency in managing patient files, insurance authorization, filing, and data entry
- Experience with Office Ally (Practice Mate, Electronic Health Records, and Spa Booker).
- Proficient in time-management, scheduling patient visits, knowledgeable of medical information.

2011-2012: Tour Coordinator, Lynott Tours Inc.

- Office Skills: database and records management, complaint handling, executive and administrative support, filing, and customer service.
- Created and customized international itineraries for various educational and personal luxury tours, scheduling accommodation and travel transfers.
- Demonstrated proficiencies in telephone and front-desk reception within a high-volume environment. Researched and rapidly solved problems and rebuilt client trust to prevent the loss of key accounts.

2010-2011: Personal Assistant, Author Mary-Elizabeth Roarke

- Proficiency in Microsoft Office Suite (MS Outlook, Word, Excel, Data Base Management, Power Point, Outlook, and Windows Vista/XP).
- Exceptionally organized, detailed oriented, superior administrative skills.
- Managed social media marketing and online communications for clients through Facebook, Twitter, blogs and LinkedIn in an effort to improve the placements of organic search engine results page.
- Carried out event planning and coordination for meetings, conferences and seminars.

2010-2011: Swim Instructor/Lifeguard, YMCA

- Developed and supervised aquatic youth programs.
- Follows emergency action plan and procedures established in the event of an emergency, administer first aid and CPR.

2010-2011: Outreach and Global Initiatives Coordinator (Intern), Student World Assembly

- Community Outreach: Increased the level of participation of minorities through consistent education and meaningful outreach activities.
- Initiated, developed, and completed international student campaigns for human rights, develop relationships, and provide linkages between the program, other nonprofit organization programs, the community/outside agencies, and represent the program at outside functions.
- Administered outreach and advocacy campaigns and project coordination.
- Ability to work collaboratively and independently.

2010-2012 (Winter Seasons): Server, Blue Point Grille and Bistro

- Knowledge of fine wines, gourmet dishes.
- Experience with multiple restaurant tasks (server/hostess/bartender/busser).

2009-2012 (Summer Seasons): Restaurant Server/Catering Assistant to Manager, Dockers

Waterside Restaurant

- Provided exceptional professional coordination and event support for external clients, off-site events, ensured all departments received accurate operational instructions and planned for execution.
- Event planning, site preparation, staff training, and serving catering events in exclusive Hamptons venues.
- Comfortable multi-tasking in a fast pace work environment where priorities are constantly changing.

2010 (On-Call): Private Off Premise Serving, Chef Scott Kamf

- Setting up personal dining in private homes, maintain all service duties throughout event.

2004-2008: Lifeguard, Town of Patchogue Village Beach Club

- Organized and supervised community events, youth camps, and public safety routines.

2008 (Seasonal): Server, Dublin Deck Restaurant

- Customer service. knowledge of beverages, multi-tasking, and working in a fast pace environment.

2008 (Seasonal): Hostess, The Cull House

- Organizing restaurant events, reservations.

Certifications

2002-2012: CPR, First Aid, Lifeguard, Swim Instructor Certified

2012-Present: Healing Movement, 200 HR Yoga Teacher Training

Education History

2008: Kent State University Geneva, Switzerland, International Relations

- Invited to collaborate with nine international organizations and non-governmental organizations including NATO.
- French Language Study (Intermediate Fluency)

2005-2010: Coastal Carolina University, Bachelor of Arts in Political Science and International Studies Minor

2012-Present: Stony Brook University, Masters in Social Work

Reference

- Dockers Waterside Restaurant, Larry Hoffmann (Owner) 631- 653-0653
- The Cull House Restaurant, John Casey (Owner) 631-563-1546
- Complete Chiropractic, Concetta Ashton (Manager) 631-682-8662