

JASLEEN JASPAL

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PROFESSIONAL SUMMARY

Highly motivated, dedicated administrative and customer service professional with proven organizational, leadership, and management skills. Provides exceptional customer service and supports operations through effective communications, timely delivery of tasks, and implementation of special projects. Executes with decisiveness and follow-through.

CORE COMPETENCIES

- Strong propensity for leadership
- Supervisory & management experience
- Unwavering work ethic
- Excellent organizational & management skills
- Driven self-starter
- Prompt, reliable, hard-working
- Exceptional problem-solving ability
- Solid decision-making & judgment
- Ability to multitask & prioritize
- Meets strict deadlines
- Works well independently or on a team
- Knowledge of environmental science & sustainability issues
- Excellent verbal & written communication skills

EDUCATION

BACHELOR OF ARTS, BA: Dual Major- Urban Studies and Planning; Geography | **State University of New York • Albany, NY**

WORK HISTORY

FRONT OF HOUSE MANAGER | 288 Lark Wine & Tap • Albany, NY 11/19 – Present

- Established systems for training & steps of service. Created and implemented systems of operations and procedures
- Developed and maintained staff that provided hospitable and proficient service
- Ensured staff compliance with policies, regulations and food & safety guidelines
- Directed guest flow through actively participating in shift management
- Maintained labor, food and beverage inventory and cost
- Assisted in food and beverage menu development
- Ensured outstanding guest experience
- Cultivated and maintained a large repeat guest base

HEAD SERVER | Jack's Oyster House • Albany, NY 08/12 – 11/19

- Supported coworkers and teammates by providing training, coaching, and guidance
- Assured customer satisfaction through exceptional, friendly, competent service, earning the respect of upper management, leading to promotion to head server
- Resolved customer complaints and concerns in a courteous manner
- Expertly worked with multiple POS systems

ON-SITE MANAGER | Arrowood Independent Living • Pittsburgh, PA 03/10 – 08/12

- Ensured the health, safety, and well-being of 100+ residents of an independent living facility
- Performed a robust array of administrative tasks including scheduling, inspections, emergency preparedness including mitigation of hazards and environmental concerns, and event coordination
- Developed, implemented, and delegated emergency tasks and protocols, including medical and maintenance emergencies
- Contributed to resident morale; exhibited compassion and empathy
- Ensured accurate recordkeeping through timely data entry of resident information
- Offered exceptional customer support, demonstrating effective interpersonal skills and communications by relating to residents from diverse backgrounds
- Provided assistance with budget tracking, expenses, and procurement of supplies
- Maintained 100% compliance with agency policy and regulatory requirements

PROCESSOR/SPECIMEN SPECIALIST | Quest Diagnostics • Pittsburgh, PA 06/09 – 12/09

- Provided general support functions with the specimen processing department
- Ensured all chain of custody functions were performed with confidentiality, accurately, and timely
- Identified problems and resolved with specimen types and information
- Performed data entry for client and specimen information
- Ensured proper distribution of samples
- Achieved 100% safety compliance record including proper handling of hazards
- Accomplished due diligence by ensuring 100% compliance with legal regulations and company policies

ASSISTANT MANAGER | Star of India • Pittsburgh, PA 05/07 – 05/09

- Performed a robust array of responsibilities including opening and closing
- Ensured customer satisfaction by adeptly and expediently resolving concerns and addressing inquires
- Coordinated deliveries, and followed up as appropriate
- Served and hosted customers in a fast-paced environment
- Ran accurate, timely financial reports for management to inform decision-making

FRONT SERVER | American Queen, Majestic America Cruise Line • Pittsburg, PA 06/08 – 11/08

- Promoted guest satisfaction through prompt, courteous service
- Assisted maître d' in maintaining an inviting environment
- Consistently exceeded sales goals by efficiently managing sections, multitasking and upselling as appropriate
- Worked as a team by supporting operations in other departments to achieve higher level of guest satisfaction
- Skillfully anticipated and addressed guest service needs

HOME MANAGER | Garfinkel Household • Fox Chapel, PA 05/06 – 05/10

- Actively maintained a safe, clean, and healthy home environment, attending to household organization, scheduling, cleaning, and childcare responsibilities
- Ensured the health, safety, and physical and emotional well-being of children under supervision, efficiently scheduling periodic doctor visits and other appointments
- Ensured ongoing emergency preparedness
- Maintained excellent documentation and communications to foster positive relationships

OFFICE ASSISTANT | Adecco • Pittsburgh, PA 03/01 – 04/03

- Maintained meticulous documentation and compliance with all HR and operational policies
- Performed data entry using designated information management system
- Handled the layout and design of documents, including technical writing and distribution of office correspondence
- Demonstrated excellent communication skills by welcoming and greeting all visitors; screened calls in a high-volume environment and directed to appropriate staff
- Ensured impeccable file maintenance
- Exhibited a high degree of discretion related to safeguarding confidential information

TECHNICAL SKILLS

Microsoft Office Suite—MS Word, Excel, Access, PowerPoint, Outlook | Google Suite | Adobe Suite | Geographic Information System (GIS) | MicroStation | SketchUp | PC & Mac Proficient

Studio Work

- Implemented form-based code zoning changes to Albany's Central BID
- Created 2D-3D Graphic Design Portfolio