

MARIECIA MOORE

New York, USA © +1 (347) 898-6195

MooreMariecia@gmail.com

Professional Summary

Dynamic and accomplished professional with a proven track record in architectural design, airport dispatching and delivering. Demonstrates exceptional proficiency in CAD software, including AutoCAD, Revit and Adobe Suite, to create precise and innovative architectural designs. Proven ability to coordinate operations, manage teams and deliver exceptional client experiences. Possesses a strong passion and understanding of architectural I design principles, methods and techniques coupled with a meticulous attention to detail and strong organizational skills. Committed to continuous learning, ongoing professional development, remaining at the forefront of industry trends and emerging technologies.

Career History

ERMC Aviation Services

08/22 - Present

Delta Wheelchair Dispatcher

- Efficiently dispatch flight times and ensure the seamless availability of scheduled wheelchair agents in accordance with the planned flight schedule.
- Deliver exceptional customer service and foster positive business relationships with clients while overseeing a diverse team of over 300 agents.
- Strategically manage flight requests to minimize unnecessary delays while maintaining optimal operational effectiveness.
- Maintain proactive communication with passengers, gate agents, and wheelchair agents for both inbound and outbound flights, promptly troubleshooting any challenges that arise.
- Demonstrate unwavering vigilance in tracking the location and status of all agents under my supervision.
- Uphold constant situational awareness for all stakeholders, ensuring clear and effective communication and deploying agents as necessary to prioritize safety.

AUDI Brand Automotive Group

01/22 - 05/22

Automotive Customer Care Receptionist

- Welcomed and engaged visitors upon their arrival, adeptly discerning their needs and directing them to appropriate destinations.
- Demonstrated exceptional conflict resolution skills by efficiently addressing and resolving customer complaints across various departments simultaneously.
- Served as the primary point of contact, embodying the company's image and values while effectively bridging the gap between the organization and its esteemed clientele.
- Fostered and nurtured positive customer relationships, fostering loyalty and driving consistent business growth.

Watch Tower Bible and Tract Society

11/19 - 04/21

AutoCAD Drafter

- Collaborated with the design team, utilizing AutoCAD to develop comprehensive site plans and landscaping design.
- Worked closely with project managers and contractors to produce detailed and coordinated constructed drawings while implementing design changes throughout the construction process.
- Utilized AutoCAD to create precise floor plans, elevations and 3D models.
- Revised and updated drawings in accordance with project requirements and client feedback.
- Ensured compliance with building codes, zoning regulations, and other relevant standards.

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MARCIANO SOHO

05/19 - 04/20

Sales Advisor & Stylist

- Exuded a warm and welcoming demeanor, greeting clients with genuine enthusiasm and providing unparalleled customer service that left a lasting positive impression.
- Demonstrated exceptional acumen in guiding customers through product selections and facilitating seamless e-service transactions, ensuring a personalized and elevated shopping experience.
- Exhibited a commitment to excellence in customer service by promptly and effectively responding to telephone inquiries, consistently delivering high-quality assistance to both customers and colleagues.
- Cultivated and nurtured robust client relationships, fostering a loyal customer base and generating valuable leads for future business opportunities, resulting in optimal productivity and revenue growth.
- Engaged clients with a comprehensive understanding of product features and benefits, leveraging technical selling skills and extensive product knowledge to meet their unique needs and deliver exceptional quality services.

NYC SCHOOL CONSTRUCTION AUTHORITY

06/17 – 08/18

Architectural Intern

- Successfully completed a comprehensive Business Communication & Etiquette Course, honing professional communication skills and cultivating a refined approach to interactions within the architectural industry.
- Demonstrated a commitment to continuous learning and professional growth by expanding knowledge in the intricacies of constructing design and build projects, gaining valuable insights into the complexities of architectural development.
- Proactively sought opportunities to enhance practical knowledge by visiting construction sites, immersing oneself in real-world building projects, and gaining firsthand experience in the intricacies of construction processes and project management.

SKIDMORE, OWINGS & MERRILL, LLP

06/18 – 8/18

Architectural Intern

- Devised innovative designs for a dual-door elevator system at Wellesley College Science Center.
- Conducted extensive research on materials, drawing inspiration to inform elevator designs.
- Attended and meticulously documented conference meetings to evaluate project intricacies.
- Conducted comprehensive research on crash-resistant materials for sustainable elevator renovation in educational institutions.

ROCKWELL GROUP

03/18 – 06/18

Graphic Design Intern

- Collaborated on the City Meals on Wheels Environmental Design Project, spearheading significant design renovations.
- Employed AutoCAD to accurately calculate the square footage of a vast warehouse building.
- Precisely measured the dimensions of the warehouse facade to ensure accurate scaling of murals.
- Utilized AutoCAD software to meticulously draft facade elevations and multiple wall designs.
- Expertly employed various Adobe software to compose designs, select appropriate fonts, and skillfully edit photos to craft compelling visual narratives.
- Curated inspiration boards to refine and focus on clients' specific desires and requirements.

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THE CENTER FOR ARTS EDUCATION

01/18 – 06/18

Student Intern

- Developed knowledge about aspects of leadership and career development.
- Engaged in various etiquette classes.
- Acquired professional skills useful in a working environment.
- Member of the Career Development Alumni Program.

STV INC ARCHITECTURE & ENGINEERING

06/17 – 08/17

Architectural Intern

- Assisted Engineers and Architects in drafting numerous intricate floor plans and blueprints.
- Prepared meticulous construction drawings and technical specifications.
- Edited and refined floor plans and drawings for renovations in the PATH subway system.
- Collaborated in the creation of floor plans for a new public K-12 New York City School.
- Skillfully edited and created markups for multiple projects using AutoCAD, enhancing ongoing initiatives.

EDUCATION:

NEW YORK CITY COLLEGE OF TECHNOLOGY

09/18 - 09/19

Major: Bachelor of Technology in Architectural Technology

• Architectural Design • Site Planning • Building Technology • Structures

Thomas A. Edison Career and Technical Education High School

2014 - 2018

Major: Architectural Drafting, Computer Aided Design & Drafting, Mechanical Technology

CERTIFICATIONS:

Autodesk Certified User: Revit Architecture

Autodesk Certified User: AutoCAD

RUTGERS OSHA - Compliance for the Construction Industry

SKILLS:

- Possesses an extensive understanding of advanced architectural design principles, methodologies, techniques, and tools.
- Proficient in the utilization of CAD/Mechanical Technology, encompassing both Computer-Aided Design and Manual Drafting Design Processes.
- Proficiency in managing and coordinating staff activities
- Demonstrates exceptional design acumen and organizational prowess.
- Highly skilled in the utilization of industry-standard CAD software, including AutoCAD, Revit, and Bluebeam Revu.
- Proficient in the utilization of Microsoft Office Suite, encompassing Word and Excel, to streamline project documentation and data management.
- Experienced in the utilization of Rhino 3D software, enabling the design, modeling, presentation, and analysis of complex architectural projects.
- Proficient in the utilization of Adobe Creative Suite, including Photoshop CC, Illustrator CC, and InDesign CC, to create visually captivating and impactful designs.
- Exhibits a strong commitment to ensuring client satisfaction and meeting their unique needs.
- Possesses exceptional business acumen, communication skills, and a keen understanding of customer service principles.