

# RIKKI CARROS

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## EXECUTIVE ASSISTANT | OPERATIONS AND EVENTS MANAGEMENT EXPERT | OFFICE ADMINISTRATION SPECIALIST

Results-driven professional with a diverse background spanning management, office administration, operations, and team leadership. Proven track record of successfully leading teams, executing tasks efficiently, and collaborating with technical and non-technical stakeholders. Adept at defining project scope, outlining deliverables, and planning resources to achieve organizational objectives. Demonstrated leadership ability with excellent interpersonal skills and a customer-centric approach.

### Areas of Expertise

- Management Leadership
- Digital Marketing/Branding
- Team Collaboration
- Event Management
- Office Administration
- Budget Management
- Vendor Relations
- Excellent Communication
- Operations Management
- Process Optimization
- Customer Engagement
- Resource Allocation

### Career Highlights

**Operational Leadership:** Led and administered operations at an upscale Italian bistro and deli, overseeing a 15+ person staff to confirm smooth day-to-day business operations. Coordinated events and executed marketing strategies via social media platforms, contributing to increased brand visibility and customer engagement.

**Administrative Management:** Managed all administrative duties encompassing financial management, human resources, vendor relations, and CEO scheduling. Demonstrated strong organizational skills and attention to detail in facilitating seamless business operations.

**Office Administration:** Delivered comprehensive calendar management support and office organization for brokerage leadership, facilitating smooth office operations. Coordinated client meetings and managed market team schedules to ensure efficient workflow.

### Professional Experience

**BIAGIO'S ITALIAN GOURMET SPECIALTIES** • Stirling, NJ • 2020 to Present

#### **General Manager / Co-Owner**

Leads operations at an upscale Italian bistro and deli, managing a 15+ person staff to guarantee day-to-day business operations. Leads, plans, and executes all large-scale events and parties by providing tailored solutions for clients and their families.

- Spearheads the implementation and performance of long-term strategic objectives in collaboration with co-owners, resulting in a consistent increase in the customer base of 10% YoY.
- Establishes methods to reduce expenses by optimizing resource allocation, leading to 20% increase in net profits.
- Utilizes statistical data obtained from point-of-sale systems to analyze product performance, identify most and least profitable products and applied tighter controls on inventory waste, resulting in significant cost reductions.
- Plans and executes standard operating procedures to streamline business operations by defining clear roles and responsibilities for employees, set customer experience expectations, and established safety protocols.
- Builds strong rapport with customers, continuously expanding customer base through outgoing and friendly interactions.
- Supported business sustainability during COVID-19 pandemic by launching cost-effective family meal options and promoting them through marketing campaigns, resulting in heightened visibility and recognition, including magazine features.

## MAVIS DISCOUNT TIRE • Savannah, GA • 2019 to 2020

### Manager/ Customer Service Lead

Oversaw all customer service efforts and office management and administrative tasks, warranting precise organization and coordination of service technician schedules and the store's monthly calendar.

- Surpassed monthly sales targets by proactively encouraging customers to apply for credit cards, achieving double the minimum requirement established by the company.
- Delivered exceptional customer service to patrons, ensuring a professional and positive experience for all customers. Achieved a high customer service satisfaction rating of 90% for the store, reflecting a commitment to meeting and exceeding customer expectations.
- Functioned as liaison between store leadership, service technicians, and executive corporate leadership.
- Facilitated clear communication and collaboration between different levels of the organization, confirming alignment with company initiatives and promoting a cohesive work environment.

## WOLF PREMIER PROPERTIES • Springfield , NJ • 2018 to 2019

### Lead Administrative Assistant / Realtor

Performed calendar management support and office organization for brokerage leadership, coordinating office functions, client meetings, and market team schedules.

- Organized property sales campaigns through strategic advertising, open houses, and utilization of multiple listing services, resulting in the closure of an average of 12 transactions per month.
- Coordinated meetings with clients and provided valuable instructions on how to effectively stage properties for enhanced appeal to potential buyers leading to an 8% increase in property sales by showcasing properties and maximizing market potential.
- Utilized customer relationship management software to efficiently store and track leads generated from the company's website, implementing effective lead management strategies, increased new client acquisition by 5%, expanding the client base and driving business growth.
- Presented calendar management support and maintained office organization to confirm smooth operations and a welcoming environment for clients.
- Took charge of all company branding and marketing efforts, reinforcing the brokerage's professional image and market presence.

### Education

**Bachelor of Science: Sport and Fitness Administration / Management**

Rutgers University – New Brunswick, NJ

### Technical Competencies

Microsoft Office Suite (Excel, Word, PowerPoint, Outlook), Adobe Acrobat, Google Drive, and CRM software