**Emmanuel Stefan Richmond**

 Fayetteville, Georgia 30214 (404) 313 -7529 erichmond453@gmail.com

Skills

Human Resource Allocation - Teamwork and Collaboration – Business Administration – Customer Relations

Work History

Recruiter, YOU+ME, LLC - 04/2022

* Collaborate with office manager to compile consistent list of company needs.
* Conduct interviews with potential clients.
* Analyze and monitor internal processes.

Office Manager, Thompson Tax Company – Atlanta, GA - 01/2021 to 02/2022

* Organized and scheduled meetings/appointments.
* Partnered with HR to maintain documents and maintain office policies as necessary.

Guest Services Associate, Atlanta Hawks/State Farm Arena – **Atlanta, GA** - **12/2018 to 06/2021**

* Greeted visitors/customers upon arrival, assisted throughout the arena, and answered questions to build rapport and retention.
* Identified and explained room and property amenities to guests, supplying guests with information regarding hours of operation and maps to assist guests in finding way around property.

Concierge, Atlanta Braves SunTrust Club – **Atlanta, GA - 07/2018 to 10/2018**

* Facilitated visitor requests by worked closely with guests, some VIP or celebrity, with high degree of respect for privacy.
* Enhanced guest experience for SunTrust Club members by giving tours and providing access to relevant sporting information.

Education

BBA: Business Administration (Management), 05/2018

University of West Georgia (UWG) - Carrollton, GA

Certifications

* Certified in Human Resource Management by University of West GA
* Certified in Diversity, Inclusion, & Belonging by HR Certification Institute