


# Z FONDANAROSA

 Chicago, IL

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 whitewillowtea.com

## WORK EXPERIENCE

### Office Manager - SAIC Residence Halls

Chicago, IL - May 2018 to May 2020

Managed residence hall office and team, dealt with lost mail and package claims and performed locksmith duties.

- Led team of student office assistants
- Organized events for office staff such as monthly meetings and gatherings
- Took inventory of and contacted residents regarding mail and packages
- Was a keyholder for the building and made new key cards for residents, as well as repaired and replaced electronic locks
- Developed knowledge of postal system and QTrak

### Office Assistant - SAIC Residence Halls

Chicago, IL - August 2017 to May 2018

Acted as a receptionist and consultant to students living in dormitories, as well as managed and sorted mail.

- Functioned as first point of contact for students in residence hall
- Maintained cleanliness and organization of residence life office
- Sorted mail and packages delivered to residence hall

### Sales Associate - Blick Art Materials

Chicago, IL - August 2016 to May 2017

Worked as a sales associate and cashier for downtown location of Blick Art Materials.

- Provided excellent customer service with in-depth knowledge of store products
- Ran register using POS system
- Replenished and organized stock efficiently

## EDUCATION

### Bachelor of Fine Arts - School of the Art Institute of Chicago

Chicago, IL - May 2020

- Awarded Honors Merit Scholarship, 2016
- Member of the Alliance of Students with Disabilities, 2016-2020

## SKILLS

- Customer Service
- Management
- Public Speaking
- Detail Oriented
- Interpersonal Communication
- Organization
- Microsoft Office
- Google Cloud Platform
- Adobe Photoshop
- Adobe Illustrator
- Clip Studio Paint
- Adobe Premiere Pro