**Giselle Leon**

**Bronx, New York**

[gleon907@gmail.com](mailto:gleon907@gmail.com)

**(646) 318-0426**

[(https://www.linkedin.com/in/giselle-leon-833b8855/)](https://www.linkedin.com/in/giselle-leon-833b8855/)

***EDUCATIONAL BACKGROUND:***

**Degree** **Year** **University** **Major**

BS 2024 CUNY - New York City College of Technology *Business & Technology*

*GPA: 2.77* *of Fashion*

*Focus: Global Fashion*

AS 2022 CUNY - Borough of Manhattan Community College *Business Management*

*Focus: Finance & Banking*

**Professional licenses or Certification**

*CUNY Certification Title IX Sexual Harassment, Gender-Based Harassment and Sexual Violence Student Training Course, September 2, 2024*

***PROFESSIONAL EXPERIENCE:***

***Assistant Manager BoogieRez, LLC October 2021-Current***

* Managed calendar of appointments, filed expense reports, composed and prepared confidential correspondence
* Handles all domestic and international travel reservations, cutting company travel expenses by 12%
* Supports Director and Manager in
* Provides estimates and up-to-date reports on budgets for assigned photo shoots and illustration projects
* Responsible for keeping delinquency under $4000 monthly bringing it down from $3000+ every month
* Improved the direct margin from 19% to 29% through vendor consolidation

***Operations Fellow Harlem Link Charter School February 2018-August 2021***

* Collaborated with the Director of Operations and Human Resources to improve cross-organizational operational challenges and procedures
* Provided administrative support to operations department leaders
* Supported the Events Manager in ensuring ongoing compliance with legislative requirements relating to health and safety, risk assessments, food hygiene, and licensing requirements
* Cut labor costs by $1.1 million through process efficiencies and optical scheduling
* Entered payroll for 60+ employees in the company software and processed through ADP
* Collaborated with colleagues to continuously improve personnel practice and carry out monthly goals
* Organized monthly events for the After-All after-school program fundraisers and new program rollouts (including details, aspects, seating, dining, and guests)
* Administered department expense reports and processed invoices, purchase orders, and credit memos
* Partnered with network Operations Team to create and continuously improve a comprehensive strategy for school-wide operations

***Audio Visual Coordinator NBCUniversal Media, LLC June 2017-January 2018***

* Managed and supported a team of 13 Audio and Visual staff members and coordinated their assignments daily and weekly
* Provided administrative support to multiple corporate offices including 30 Rockefeller Plaza, East Coast Branch, West Coast Branch, and U.K.
* Branch Assisted in providing resources and setting up the logistics and technical aspects of daily meetings
* Provided ongoing communication to support staff updates and changes upon request by publishing new schedules daily Demonstrated the ability to build customer relationships, which boosted loyalty by 80%
* Organized and maintained complex calendars; prioritized and coordinated high-volume and ever-changing schedules and priorities
* Managed related budgets, drove cost control measures, sought out efficiencies, and improved technological capabilities in support of Opt business activities
* Implemented new expense reporting processes and eliminated 34% of departmental expenses

***Executive Assistant Cox & Kings Global Services USA, LLC May 2014-May2017***

* Served as the primary point of contact and liaison with vendors for specifications, and tracking Completed expense reports
* Maintained records of expenses for all departments for all locations with accounts receivable and payable tasks
* Trained 2 new accounting associates in company procedures
* Organized monthly events including creating reliable financial reports and collecting payments on time
* Captured and maintained data including event attendance, visitor figures, ticket sales, venue hire, and associated financial reports Implemented centralized purchasing, reducing company costs by 50%
* Worked with 50+ vendors to ensure all invoices were paid on a timely basis  
   Collaborated with department managers to maintain updated inventory-level reports

***Receptionist Red Rooster Harlem August 2013-April 2014***

* Warmly greeted and welcomed all guests, embodying the restaurant’s culture and ambiance
* Managed reservations and waitlists, providing accurate wait times to guests
* Escorted guests to their tables and coordinated seating with the wait staff
* Answered customer's inquiries about the menu, special events, and restaurant policies
* Handle phone and email correspondence for reservations, takeout orders, and general inquiries
* Communicate with servers, managers, and kitchen staff to ensure smooth operations

***Expedia Local Concierge Twin America, LLC April 2012-July 2013***

* Offered personalized local recommendations for dining, shopping, entertainment, and sightseeing
* Assisted guests with booking tours, excursions, and activities through the Expedia platform
* Arranged local transportation, including car rentals, airport shuttles, and public transit.
* Responded to guest inquiries about the local area, attractions, and Expedia services.
* Promoted exclusive Expedia deals, promotions, and travel packages.
* Coordinated with hotels, restaurants, and vendors to ensure seamless guest experiences.
* Helped guests create and modify travel itineraries, confirming all bookings.
* Addressed and resolved guest concerns or issues related to Expedia bookings or services.
* Maintained a professional, courteous standard of service in all interactions.
* Identified and upsold premium experiences, upgrades, and additional travel services.

***Assistant Store Manager Garden of Eden September 2009-March 2012***

* Overseed daily store operations to ensure efficient and smooth functioning
* Hired, trained, and supervised staff, ensuring excellent customer service and product knowledge
* Monitored inventory, order products, and maintain stock levels of fresh, authentic Turkish items
* Build strong customer relationships by providing exceptional service and addressing concerns
* Tracked sales performance set targets, and developed strategies to increase revenue and profitability
* Established and maintained vendor relationships for quality Turkish product sourcing and timely deliveries
* Ensured all products meet quality standards for freshness, authenticity, and presentation
* Managed and organized product displays to enhance visual appeal and promote specialty items
* Overseed budgeting, track expenses, and generate financial reports to meet business objectives
* Ensured compliance with health, safety, and food handling regulations
* Implemented marketing strategies, organized promotions, and managed social media to attract customers
* Addressed and resolved operational or customer issues to maintain store efficiency and satisfaction

***Office Clerk Zeytinz July 2007-August 2009***

* Performed general administrative tasks such as filing, answering phones, and responding to emails
* Processed customer orders, ensuring accurate entry and timely completion of catering services
* Assisted clients with inquiries regarding catering options, pricing, and special requests
* Maintained accurate records of invoices, orders, and client details in company databases
* Helped monitor inventory levels and communicate with suppliers for timely restocking of supplies
* Coordinated catering delivery schedules and communicated with kitchen staff to ensure timely preparation
* Prepared and send invoices to clients, following up on payments as needed
* Assisted in planning and organizing catered events by managing logistical details
* Input data related to orders, customer information, and supplier transactions into the system
* Liaised with suppliers and vendors to ensure smooth operations and timely deliveries
* Monitored and ordered office supplies to maintain efficient office operations
* Helped prepare promotional materials, such as menus or flyers, and assist with social media updates

***Cashier Gristedes September 2006-December 2006***

* Accurately scanned, priced, and processed items through the register for efficient checkout.
* Accept various forms of payment, including cash and credit/debit cards, and provide correct change.
* Greeted customers, answered questions, and addressed concerns during checkout.
* Assisted with bagging groceries or ensuring self-bagging stations were stocked and ready.
* Processed returns, exchanges, and refunds according to store policies.
* Maintained accuracy when using the cash register or point-of-sale system.
* Counted and balanced the cash drawer at the beginning and end of each shift.
* Kept the checkout area clean, organized, and free from clutter.
* Informed customers about store specials, promotions, and loyalty programs.
* Applied coupons, discounts, and promotional codes accurately during checkout.
* Stayed alert for potential shoplifting or fraud and reported suspicious activities to management.
* Assisted with restocking, cleaning, or other store duties during slow periods

***INTERNSHIPS:***

***Event Production Assistant Bronx Fashion Week July 2024-Current***

* Assisted in the planning and coordination of event logistics, including venue selection, scheduling, and setup
* Supported on-site event setup and breakdown, including arranging furniture and organizing materials
* Managed event-related paperwork, including contracts, schedules, and technical elements
* Acted as a liaison between teams to ensure seamless communication and coordination
* Assisted in post-event evaluations, collected feedback, and reconciled expenses

***CAREER DEVELOPMENT:***

**Date:** September 2024

**Name of Event:** The Art Technique of Costume Design

**Location:** Rutgers Presbyterian Church

**Event Details:** The workshop "The Art Technique of Costume Design" will explore artistic techniques and principles in costume design, covering fabric selection, garment construction, and how costumes enhance character and narrative.

**Date:** September 2024

**Name of Event:** Retail Careers: Buying & Planning

**Location:** Zoom Meeting (Meeting ID: 878 0628 2658)

**Event Details:** Buying & Planning event offers insights into careers in retail buying and planning, covering key responsibilities, industry trends, and career paths. Attendees will hear from industry professionals, learn about essential skills, and have opportunities for networking and career advice. Ensure you check the date, time, and location, and complete any required registration in advance.

**Date:** September 2024

**Name of Event:** Women.NYC & BKLYN Public Library’s Fashion Show Discover the future of sustainable fashion and meet the women of future industries

**Location:** Brooklyn Public Library

**Event Details:** Witness the innovative work of local designers committed to redefining fashion through sustainability. Over 16 weeks, these designers have poured their creativity into collections that push the boundaries of style and environmental responsibility. This event is a true testament to Brooklyn’s creative spirit and role as a green economy leader.

**Date:** September 2023

**Name of Event:** Jersey City Fashion Show

**Location:** Mana Contemporary Art Gallery

**Event Details:** Jersey City Fashion Week is a dynamic, multi-day event showcasing fashion and style in Jersey City, New Jersey. It features runway shows, designer showcases, and industry panels, highlighting both established and emerging talent while offering opportunities for networking and workshops.

***PROFESSIONAL DEVELOPMENT:***

**Date:** February 2024

**Name of Event:** CUNY EXPLORER- Yearly Training Seminar

**Location:** CUNY Central Office NY Headquarters

**Event Details:** The yearly training prepares individuals to guide high school students toward college or trade programs. It equips leaders with the tools and knowledge to support students in their educational and career paths.

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**Date:** February - November 2020

**Name of Event:** BLA (BMCC Learning Academy) Business Development

**Location:** Borough of Manhattan Community College

**Event Details:** Implement effective strategies to identify and cultivate relationships with clients, stakeholders, and business partners. Apply techniques for segmenting target markets and utilizing proactive networking approaches to identify potential relationship opportunities. Build rapport and communicate effectively within a business context, emphasizing trust, credibility, and strong connections.

**Date:** April -August 2018

**Name of Event:** Harlem Link Charter School- Eugene Campbell Community Roundtable Group

**Location:** 21 W 111th St, New York, NY 10026

**Event Details:** The monthly training helps strategize different fundraising techniques for the After-All after-school programs.

**Date:** January 2017

**Name of Event:** SUNY Henry Street Settlement ATTAIN Lab

**Location:** 265 Henry St, New York, NY 10002

**Event Details:** On-boarded clients and enrolled them in Microsoft Office Suite computer courses by providing computer training and client support. Furthermore, trained and developed client knowledge of Office Suites.

***EXPERIMENTAL EXPERIENCES:***

***CIVIC ENGAGEMENTS:***

**Date:** January 2016 - December 2019

**Name of Event:** Fearless Leon, LLC.

**Location:** 26 Delancy, New York, NY, 10002

**Event Details:** Provided administrative support, maintained project documentation, and assisted with scheduling, communication, and reporting. Helped monitor timelines, budgets, and resources while facilitating stakeholder communication and addressing risks or issues.

**SOCIAL MEDIA AND DATABASE:** Facebook, LinkedIn, Outlook, Slack, Instagram, Threads, Blackboard, Bright Space, Eventbrite

**COMPUTER TECHNOLOGY:** Salesforce, Condeco Software, CISCO, TMS Systems Navigator, OSHA, CARE, ATS, CPS, FAMIS, Research database, Taskboard, Handshake, Google Suite + Products, Microsoft Office Suites

**LANGUAGES:** Fluent in Spanish

**TRAVELS:** Dominican Republic, Spain, Mexico, Barbados, Aruba, Cayman Islands, Jamaica, and Costa Rica