

# Janet Gili

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## **ACADEMIC BACKGROUND:**

<b><u>Degree</u></b>	<b><u>Year</u></b>	<b><u>University</u></b>	<b><u>Major</u></b>
B.S.	2024	New York City College of Technology, City Universe of New York (CUNY) <i>Module Emphasis: Textiles</i> GPA: 3.3	Business & Technology of of Fashion
A.S.	2016	Palm Beach State College	Liberal Arts

## **Professional licenses & certifications:**

*CUNY certification, Sexual Harassment, Gender-Based Harassment and Sexual Violence Student Curriculum, Fall 2023, New York City College of Technology, CUNY, Online Certification*

<http://www.citytech.cuny.edu/title-ix/>

## **PROFESSIONAL EXPERIENCE:**

<b><i>Office Manager/Client Coordinator</i></b>	<b><i>Brooklyn Counseling Services, New York</i></b>	<b><i>2018-2024</i></b>
	<ul style="list-style-type: none"><li>• Managed front desk operations to provide comprehensive client services, including intake, appointment scheduling, and client profile management.</li><li>• Supervised office functionality, handling high-volume phone services, payment collections, and providing IT support as needed.</li><li>• Took responsibility for office supply inventory management, maintained office cleanliness, and efficiently managed various administrative tasks.</li><li>• Collaborated with colleagues and clients to facilitate effective communication and streamline office procedures.</li><li>• Implemented organizational strategies to enhance office efficiency and contribute to the overall success of the office.</li></ul>	
<b><i>Bartender/Server/Host</i></b>	<b><i>The Wicked Monk, New York</i></b>	<b><i>2018-2020</i></b>
	<ul style="list-style-type: none"><li>• Demonstrated exemplary customer service skills as a bartender, server, and host, fostering memorable dining experiences for patrons through attentive and friendly interactions.</li><li>• Instructed and mentored newly hired staff, guaranteeing the delivery of top-notch service and the achievement of sales targets.</li><li>• Orchestrated and oversaw large gatherings and catered events, liaising with clients to execute precise event requirements and ensuring successful event outcomes.</li></ul>	

- Utilized critical thinking and creative problem-solving skills to adapt to evolving customer needs and preferences, enhancing the overall dining and social experience at the establishment.
- Employed strong communication skills to foster a welcoming atmosphere and promptly address guest needs, enhancing their dining experience.

***Floor Manager***

***Owls Head Wine Bar, New York***

***2017-2018***

- Orchestrated daily restaurant and bar operations, encompassing guest reception, service, bartending, and food preparation.
- Managed reservations, event planning, and seating arrangements with meticulous organization and attention to detail.
- Assumed responsibility for staff scheduling, inventory control, and collaborative marketing initiatives to drive restaurant success.
- Employed critical thinking to swiftly address unexpected challenges, ensuring uninterrupted service and guest satisfaction.
- Mentored and trained team members to excel in their roles, maintaining a consistent level of service excellence.

***Receptionist/Assistant***

***Ophthalmology Office, West Palm Beach***

***2015-2016***

- Directed front desk operations, encompassing patient check-in, insurance verification, appointment scheduling, and prescription ordering.
- Supported doctors by facilitating eye assessment tests, prioritizing patient comfort and efficiency during the process.
- Managed various administrative responsibilities, including office opening and closing procedures, and efficiently ran errands on behalf of the doctor's office.
- Collaborated effectively with colleagues to ensure smooth communication and streamlined office procedures.
- Implemented organizational strategies to enhance office efficiency, contributing to the overall success of the medical practice.

***Bartender/Server/Host***

***E.R. Bradley's, West Palm Beach***

***2012- 2015***

- Performed dual roles as a bartender, server, and host, consistently delivering exceptional customer service in a bustling, fast-paced setting.
- Took charge of party reservations, coordinated seating arrangements, and executed event setups, ensuring seamless guest experiences for special occasions.
- Assumed responsibility for training new team members, sharing expertise and maintaining high service standards, while also managing opening and closing duties efficiently.
- Demonstrated adaptability and versatility by seamlessly transitioning between bartender, server, and host roles to meet the diverse needs of the establishment and its patrons.
- Implemented effective communication and teamwork skills to foster a cohesive work environment, enhancing overall service quality and customer satisfaction.

## ***INTERNSHIP EXPERIENCE:***

### ***Product Development Intern***

***LoveShackFancy, New York***

***Fall 2023***

- Managed various external tasks in the Garment district, including sourcing elastic, button replacements and coordinating with tailors to pick up patterns and drop off orders.
- Conducted in-office responsibilities such as meticulously recording fabric and trim details on Excel sheets for future collections and sourcing matching fabrics from the showroom.
- Conducted research on potential design elements like Mylar mirrors to enhance garment aesthetics.
- Maintained effective communication by staying updated on email chains regarding supplier orders and deadlines, ensuring timely execution of orders.
- Assisted in assembling garment samples for Pass Off meetings, participated in discussions on garment modifications, and ensured alignment between BOM charts, FDS documents, and other style-related details.

## ***PROFESSIONAL DEVELOPMENT:***

- Attended *CUNY Tech Prep Info Session & Pitching Yourself* for City Tech Students with *The Professional Development Center* on October 13, 2023. From 12:00 to 1:00 pm, held online at New York City College of Technology CUNY.

*This Session:*

Meeting ID: 861 2501 5393

Password: 604139

<https://us02web.zoom.us/j/86125015393>

- Attended *Elevator Pitch* for City Tech Students with *The Professional Development Center* on November 3, 2023. From 12:00 to 1:00 pm, held online at New York City College of Technology CUNY.

*This Session:*

Meeting ID: 836 7162 7968

Password: 364561

<https://us02web.zoom.us/j/83671627968>

## ***SOCIAL MEDIA & DATABASES:***

- Instagram, TikTok, Facebook, Twitter, LinkedIn, Pinterest, Snapchat, Depop, WhatsApp
- Microsoft Word, PowerPoint, Excel, Outlook, Teams, Adobe, Fashion Snoops, Canva, BOF Database, Fashion and Race Database, A-Z Databases

## ***EXPERIENTIAL LEARNING:***

- Visited *The Metropolitan Museum of Art and the Isabel Marant storefront* in SoHo, New York, for Visual Merchandising Class, BUF 2203, Spring Semester 2023, and completed term project *Picasso Painting/Storefront similarities and differences*.

- *Attended class BUF 4900 with Guest Speaker Natifah Gordon- Professional Development Center at City Tech, on October 19, 2023, Fall Semester, speaking on resume building, Handshake App, cover letter, job and career prep, and graduate school.*

*This Session:*

<https://us02web.zoom.us/j/87192175097>

### ***CIVIC ENGAGEMENT:***

- *Volunteered at the Aknavas -Spring 2023 Fashion Show at Spring Studios, New York—setup and breakdown of production and Social Media Work.*

### ***MEMBERSHIP:***

- *The National Society of Leadership and Success academic, Spring Semester 2023*