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ACADEMIC BACKGROUND

Degree	University	Major
Baccalaureate of science(B.S)	New York City College of Technology City University of New York (CUNY)	Business & Technology of Fashion

PROFESSIONAL LICENSES & CERTIFICATIONS

<i>Sexual Harassment, Gender-Based Technology Harassment and Sexual Violence Student Curriculum (CUNY)</i>	New York City College of City University of New York
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<i>Sexual Harassment Training</i>	KCD Worldwide
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PROFESSIONAL EXPERIENCE

<i>LASIK Vision Institute in Brooklyn</i>	<i>Patient Care Coordinator</i>	<i>2017 - 2020</i>
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- First point of contact, greeting patients to welcome them into the center to provide a positive experience
- Answer incoming calls, respond to inquiries and make outbound calls to patients.
- Maintained a 50% or above daily show rate
- Organized and maintained patient charts, including generating chart numbers, filing, and retrieving charts
- Verified insurance information for surgical procedures
- Collected and processed payments from patients and daily reconciliation of cash reports
- Solicited referrals from patients in order to create excitement by sharing a positive experience for friends and family

<i>Sunglass Hut (Luxottica)</i>	<i>Senior Consultant</i>	<i>2016 - 2019</i>
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- Became an ambassador of The Sunglass Hut experience.
- Spent time on the sales floor performing all functions relating to The Sunglass Hut experience and store operations.
- Met sales goals of \$4,000 and above on a daily basis.
- Utilized the sunglass hut experience as a tool to consistently deliver sales plan and company objectives.

Red Mango

Shift Leader

2014 - 2016

- Delivered exceptional customer service for our customers
- Maintained a well kept environment
- Lead my team to exceeding company standards

INTERNSHIP EXPERIENCE

PR Consulting

Public Relations Intern

2020 - Present

- Facilitated sample requests for luxury clients
- Assisted with event logistics and on site event management
- Compiled monthly press coverage reports and showroom management
- Formed professional relationships with clients

KCD Worldwide

Public Relations Intern

2019 - 2020

- Compiled monthly press coverage reports
- Maintained showroom management
- Formed professional relationships with clients
- Participated in shows for clients
- Sample monitored by using Fashion GPS

SKILLS

- Knowledge of Fashion Scoop & Fashion GPS
- Microsoft Word/ Excel/ PowerPoint
- Social media skills: Twitter, Instagram, Facebook, Pinterest
- Bilingual in both English and Spanish

HONORS AND AWARDS

Year

Awards

2010

Recipient of Arista & Archon awards, Intermediate School 96 Seth Low

WORKSHOPS FOR PROFESSIONAL DEVELOPMENT

- Workshop: The Power of Talk: who gets heard and why, Dorothy Doppstadt, online via Zoom (12:30-2:15 PM), Tuesday, March 24th, 2020.

SOCIAL MEDIA

LinkedIn: <https://www.linkedin.com/in/olivia-elias-escalante-9b295811b/>