

Vivian Argote

CONTACT

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4019 Flagg Ct.
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SKILLS

Strong Communication
Client Focus
Excellent Customer Service
Team Building
Management
Effective Organization
Detail Oriented
Public Speaking
Adobe Creative Suite
Microsoft Office Suite

EDUCATION

Graphic and Media Arts,
Southern New Hampshire University,
2015 - Present/GPA 3.841

HONORS & AWARDS

Sigma Alpha Pi - National Honor
Society of Leadership and Success
SNHU President's List/ 2015

OVERVIEW

Responsible, hard-working individual, with excellent communication skills, detail orientation, and client focus. 10+ years of experience, providing outstanding and consistent customer service, and dependable management to employees.

EXPERIENCE

Member Services Representative

AFCEA International/Fairfax, VA/2016 - Present

Customer relations, data entry and maintenance, generates detailed email lists, maintains Linked In group member list

Administrative Assistant

Northern Virginia Cigarette Tax Board/Fairfax, VA/2015

Scheduled and maintained Administrator's calendar; created RFP for new software program; prepared twice monthly payroll
Data entry and filing of monthly reports from wholesalers; prepared and sent monthly revenue disbursements to jurisdiction officials; maintained and recorded ceased cigarettes; answered wholesaler and business owner inquiries

Administrative Assistant

AFCEA International/Fairfax, VA/2012 - 2014

Scheduled and assigned administrative projects; expedited work results; created and revised procedures by analyzing operating practices, budgetary and personnel requirements; implemented changes
Maintained supplies inventory, anticipated inventory needs, implemented cost reductions and recorded invoices for budget tracking

Receptionist

AFCEA International/Fairfax, VA/2012

Responsible for greeting guests for AFCEA and tenants, receiving and directing all incoming calls, and receiving deliveries, and provide support in various departments, as needed.

Salon Leader/Stylist

Hair Cuttery/Zoe Salon & Spa/ Fairfax, VA/ 2007 - 2012

Coaching, mentoring, and consultation to employees to enhance staff development.

Interviewed, hired, trained, and scheduled staff. Responsible for employee benefit enrollment and personnel file maintenance

Built strong client relationships by providing outstanding customer service.

Travel Agent

SatoTravel/ Sterling, VA/ 1999-2001/ 2005 - 2007

Scheduled detailed air, car, train, and hotel reservations for corporate, government, and military accounts. Primary tester for all beta travel programs prior to company wide installation.

