

ELIZABETH G. AYALA

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SUMMARY OF QUALIFICATIONS

Customer service professional with 10 years client interface experience. Experienced communicator with the proven ability to collaborate effectively with diverse clientele and working with a high level of multicultural awareness and adaptability.

PROFESSIONAL EXPERIENCE

Independent Contractor

Experiential Marketing Specialist

June 2016 – Present

- Roles include: Field Manager, Team Lead, Promotional/Brand Model, Product Specialist and Sampler in the Sales, Hospitality, Automotive, Nightlife, Food/Beverage, Entertainment, Sports, Retail and Special Events fields.

Select Equity Group

Executive Assistant

Chevy Chase, MD
Sept 2015 – Sept 2016

- Provide executive assistance to Portfolio Manager and team including: Outlook management, preparing materials, making domestic and international travel arrangements, and processing expenses.
- Implement and maintain new CRM to help the company maximize efficiency and organization.
- Conduct research to prepare and gather briefing materials, agendas and decks for all executive-level meetings.

Belcan Corporation

Executive Assistant

Rockville, MD
Apr 2014 – Sept 2015

- Provided contracted administrative support to three senior executives within Lockheed Martin including drafting correspondence, documents, and presentations while adeptly handling confidential / sensitive information.
- Liaison between all impacted departments to ensure proper communications and reporting practices.
- Planned and coordinated logistics for multiple events, including a staff event with 150+ attendees.

Bethesda Eye Center

Administrative Assistant

Bethesda, MD
Aug 2010 – May 2013

- Scheduled surgeries, coordinated operating facilities logistics, and distributed sample pharmaceuticals as prescribed.
- Continually maintained and improved the practice's reputation and positive image in the markets served.
- Assisted in implementation of office-based surgery center by managing direct vendor relations, placing supplies and equipment orders, and supervised on-site construction.

bebe Stores, Inc.

Sales Associate

Bethesda, MD
Jan 2007 – Aug 2007

- Built strong customer base by providing personalized product guidance, resolving issues, and opening new accounts.
- Drove sales through upselling products based on customer's past purchases and preferences.
- Assisted in marketing efforts while building rapport with customers by inviting them to special store events.

Cataract & Laser Eye Institute

Office Coordinator

Bethesda, MD
Aug 2006 – Aug 2008

- Managed personal and professional calendars and prepared materials for upcoming events.
 - Adeptly managed a multi-line phone system in a professional manner and pleasantly greeted all patients.
 - Facilitated and organized record retrieval by maintaining filing system for both in-house and discharged patients.
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EDUCATION

University Of Maryland, University College

B.A, Business Administration

Rockville, MD
Graduation: Anticipated May 2017

SKILLS AND INTERESTS

Fluent in Spanish, project/event coordination, client relationship management.

Hiking, dancing, and a strong passion for traveling having visited 20+ countries.