

# RENA GRIFFIN

Bluefield, WV

[agriffin3153@gmail.com](mailto:agriffin3153@gmail.com)

+12763853079

I am a highly motivated and result-oriented professional who thrives in fast-paced environments. I am able to prioritize tasks effectively and work independently while maintaining a strong attention to detail. Furthermore, my ability to adapt and learn quickly ensures that I am able to successfully navigate new challenges and make meaningful contributions to any team. I see setbacks as opportunities to learn and improve. I always reflect on what went wrong, identify areas for growth, and come back stronger and more determined.

## Work Experience

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### **Virtual Assistant**

Rena Griffin, VA

2022 to Present

As a virtual assistant, I have had the privilege of working with

both start-ups and corporations, gaining valuable experience in managing tasks and projects remotely. In my interactions with start-ups, I have been able to witness their incredible drive and ambition firsthand. I have assisted them in various aspects such as administrative tasks, customer support, and social media management, providing them the necessary support to navigate through the challenges of early-stage growth. On the other hand, my experience with corporations has exposed me to more complex systems and processes, requiring meticulous attention to detail and effective communication across teams. Working with established companies has allowed me to handle larger volumes of work while ensuring efficiency and maintaining professional standards. Overall, my experience working with diverse clients has equipped me with adaptability and versatility skills required for smooth virtual collaborations in a professional setting. Furthermore, my experience with corporations has also taught me the importance of problem-solving and critical thinking in order to navigate through intricate systems. I have developed the ability to analyze complex situations and find innovative solutions to ensure smooth operations. Additionally, working with diverse clients has enhanced my interpersonal skills, allowing me to effectively communicate and collaborate with individuals from various backgrounds and cultures. This has further strengthened my adaptability and versatility, enabling me to thrive in virtual collaborations and deliver exceptional results in a professional setting.

- Managed and organized schedules, appointments, and meetings for multiple executives
- Coordinated travel arrangements including flights, accommodations, and transportation
- Handled email correspondence and responded to inquiries in a timely manner
- Performed research tasks on various topics to support decision-making processes
- Created and maintained databases to track important information and contacts
- Assisted with the preparation of presentations, reports, and documents
- Tracked project deadlines ensuring timely completion of deliverables
- Cultivated positive relationships with clients through effective communication
- Maintained an organized digital filing system for easy retrieval of documents
- Demonstrated strong problem-solving skills by resolving technical issues independently
- Developed standard operating procedures (SOPs) for recurring administrative tasks
- Scheduled virtual meetings using video conferencing platforms such as Zoom or Microsoft Teams
- Managed multiple calendars, ensuring all appointments were scheduled accurately
- Provided training and guidance to new virtual assistants joining the team
- Increased productivity by implementing time-saving strategies
- Coordinated and executed online events such as webinars and virtual conferences
- Created and updated spreadsheets to track project progress and financial data

- Assisted in the development of marketing materials, including newsletters and promotional emails

## **Client Services Manager**

Symmetry Financial Group

January 2023 to June 2024

My past experience as a client services manager has shaped my career in profound ways. In this role, I was responsible for building and maintaining relationships with clients, ensuring their satisfaction and addressing any concerns or issues they may have had. This experience taught me the importance of effective communication, problem-solving, and the ability to think on my feet. I learned how to anticipate client needs, exceed expectations, and deliver exceptional service.

Moreover, my time as a client services manager honed my leadership skills as I was required to manage a team of client support specialists. This provided me with valuable insights into team dynamics, conflict resolution, and fostering a positive work environment. Overall, my experience in this role has been instrumental in shaping my professional growth and has equipped me with the necessary skills to excel in any client-facing role.

## **Recruiter**

Raider T Recruiting

2022 to 2023

I have gained extensive experience as a recruiter specializing in the truck driving sector. I have successfully placed countless qualified drivers into reputable companies, consistently exceeding recruitment targets while maintaining a high level of professionalism and attention to detail.

My expertise in utilizing various recruitment channels, such as job boards, social media platforms, and industry events, has allowed me to build a wide network of qualified truck drivers across the region. I have a keen eye for identifying the specific skills and qualifications required for each position, ensuring that only the most suitable candidates are presented.

Additionally, my experience has honed my ability to effectively communicate and build relationships with both drivers and hiring managers, fostering a positive and efficient recruitment process. I take pride in my strong interpersonal skills, which enable me to understand the unique needs of both parties and ensure a successful match.

- Sourced and screened candidates for various positions, ensuring a high-quality talent pool
- Conducted phone and in-person interviews to assess candidate qualifications, skills, and cultural fit
- Managed the end-to-end recruitment process for multiple job openings simultaneously
- Utilized applicant tracking system (ATS) to track candidate progress and maintain accurate records
- Maintained confidentiality of sensitive information during the recruitment process
- Ensured compliance with all applicable laws and regulations related to recruitment processes such as equal employment opportunity (EEO) guidelines
- Provided guidance on interview techniques and best practices to hiring managers throughout the organization
- Negotiated offers of employment including compensation packages, start dates, relocation assistance, etc
- Implemented pre-employment assessments to evaluate technical skills or behavioral competencies of applicants
- Developed innovative sourcing strategies to attract passive candidates through social media platforms, networking events, and industry-specific websites
- Increased employee referral program participation by implementing incentives and promoting the program internally
- Provided regular updates on recruitment progress to senior management, highlighting key achievements and challenges
- Increased diversity within the candidate pool through targeted outreach efforts and partnerships with diverse organizations
- Stayed up-to-date on industry trends related to recruiting strategies, technologies, best practices, etc

## **Customer Service Representative**

Concentrix

2020 to 2022

Resolved customer grievances consistently, collaborating with team members to achieve creative solutions.

Resolved issues based on thorough investigations of concerns. Updated records with all interactions and customers transactions. Referred unresolved customer grievances to designated departments for further investigation. Completed inquiries and followed up with customers to share findings and offer solutions. Assisted customers by listening closely, finding solutions to problems and making recommendations based on extensive product knowledge.

- Provided exceptional customer service by promptly addressing inquiries, resolving issues, and ensuring customer satisfaction
- Managed a high volume of incoming calls and emails, consistently meeting or exceeding performance metrics for response time and resolution
- Demonstrated strong product knowledge to effectively answer customer questions and provide accurate information
- Built rapport with customers through active listening, empathy, and personalized interactions
- Resolved complex customer complaints by investigating the root cause of the issue and implementing appropriate solutions
- Assisted customers in navigating company website, troubleshooting technical issues, and placing orders online
- Collaborated with cross-functional teams to escalate unresolved issues and ensure timely resolution for customers
- Maintained detailed records of all customer interactions in CRM system for future reference and analysis
- Identified opportunities for process improvement based on common customer inquiries or pain points
- Participated in regular training sessions to stay updated on product features, policies, procedures, and industry trends
- Upsold additional products or services to customers based on their needs and preferences
- Proactively followed up with customers after issue resolution to ensure their satisfaction was maintained
- Increased efficiency by suggesting and implementing process improvements that reduced average handling time for customer inquiries
- Demonstrated excellent written communication skills by crafting clear responses that addressed each aspect of the customer's inquiry concisely
- Cultivated positive relationships with key clients through regular communication channels such as phone calls or email correspondence
- Assisted in training new hires by sharing best practices, providing guidance, and offering support during their onboarding process
- Managed escalated customer issues with professionalism and empathy, ensuring swift resolution while maintaining a positive brand image

## **Team Leader**

Nova Lea Beauty

2018 to 2022

Organized training for new team members and routine retraining for established employees to keep all associates operating consistently. Covered daily business requirements with well-organized schedule and properly delegated assignments. Planned and executed strategies to increase business and drive profit growth. Investigated new industry trends and capitalized on opportunities to increase company business. Supervised teams and provided clear objectives and consistent, performance-oriented policies. Trained staff in primary roles and strategies for exceeding goals each day. Managed paperwork for business operations, personnel files, and legal requirements such as taxes and business permits. Implemented new policies to reduce waste, streamline activities, and better control expenses. Coordinated efficient operations to effectively deliver cosmetics and beauty service in line with quality standards and business objectives. Boosted revenue 67% over 9 months by reducing costs and improving marketing strategies.

Organized logistics for cosmetics, leveraging industry knowledge to optimize results. Prepared schedules and assignments to meet short- and long-term business demands. Developed talent from within to build cohesive and successful leadership team. Demonstrated safety procedures and monitored compliance to protect staff and general public. Met financial targets by establishing budgets and controlling expenses. Monitored employee work to assess performance and identify knowledge gaps requiring retraining. Contributed to effective decision-making with detailed reports on daily operations.

- Led a team of 12 employees, providing guidance and support to ensure successful completion of projects
- Implemented effective communication strategies to foster collaboration and improve team productivity
- Developed and implemented training programs for new team members, resulting in reduced onboarding time by XX%
- Monitored team performance and provided regular feedback to drive continuous improvement
- Successfully managed multiple projects simultaneously, ensuring timely delivery within budget constraints
- Collaborated with cross-functional teams to identify process improvements and implement best practices
- Resolved conflicts within the team by facilitating open dialogue and promoting a positive work environment
- Created performance metrics and tracked key indicators to evaluate individual and team performance
- Led regular meetings with the team to discuss progress updates, address challenges, and provide guidance on project priorities
- Identified skill gaps within the team and coordinated training sessions to enhance overall capabilities
- Served as a liaison between upper management and the team, effectively communicating goals, objectives, and expectations
- Developed strong relationships with clients through effective communication and exceptional customer service skills
- Analyzed data trends related to project outcomes in order to make informed decisions for future initiatives
- Provided mentorship opportunities for junior members of the team in order to develop their skills
- Coordinated schedules for optimal coverage during peak periods or special events
- Ensured compliance with company policies, procedures, safety regulations at all times
- Demonstrated strong problem-solving abilities when faced with unexpected challenges or obstacles
- Cultivated a positive work culture that encouraged teamwork, creativity, innovation among employees
- Increased employee engagement through regular check-ins, recognition programs, and team-building activities
- Implemented a new performance evaluation system that provided more accurate feedback for employee development

## Education

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### **Bachelor's degree in Business**

University of Phoenix-Online Campus

2022 to Present

### **GED**

Mitchell Community College

2018 to 2018

## Skills

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- HR Sourcing

- ATS
- Recruiting
- Business Management
- CRM Software
- Event Planning
- Talent Acquisition
- Process Improvement
- Computer Networking
- Employee Evaluation
- Conflict Management
- Taleo
- Employee Orientation
- Interviewing

## Links

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<https://www.renagriffinva.com/>

## Certifications and Licenses

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### **Driver's License**