

# LAUREN LAZZARO

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## SUMMARY

Executive Assistant and Customer Service Professional seeking a career transition to Web Development. I am currently embarking on a 12-week immersive boot camp with SavvyCoders, where I am continuously learning different technology frameworks and programming languages, including JavaScript, HTML, CSS, Node, Express, and Agile. I am also becoming familiar with Git and VS Code. I earned my Agile Certification in July 2020 and will receive my Certificate in Full Stack Web Development in September 2020. I am a well-rounded, hardworking professional with experience in executive administration, management and training, management of a donor database, customer service, and communication. I have a Bachelor's degree in Sociology, and I also studied Education, Psychology, and Communication at the collegiate level.

## CORE QUALIFICATIONS

- Full Stack Web Development Certification
- Agile Certification
- Familiar with Git and VS Code
- Exceptional written and verbal communication skills, including effective listening and clear public speaking
- Strong organizational and time management skills
- Management and training experience
- Goal setting and implementation

## ACCOMPLISHMENTS

- As a result of my determination, eagerness to learn, and ability to master new skills quickly, I helped KidSmart reduce expenses by excelling in several roles within the organization simultaneously.
- Promoted quickly from Administrative Assistant to the Executive Assistant of Christopher Ellyn Homes as a result of my hard work, positive attitude, honest work ethic, and exemplary communication skills.

## SKILLS

- JavaScript, HTML, CSS, Node, Express, Git, VS Code, Agile, Trello

## CONTINUED LEARNING

- **Full Stack Web Development Certification** September 8, 2020
- **Agile Certification** July 5, 2020  
**Savvy Coders** – St. Louis, MO  
12-week Immersive Boot Camp  
JavaScript, Agile, HTML, CSS

### **Capstone Project: Kayak Fanatic: [www.kayakfanatic.herokuapp.com](http://www.kayakfanatic.herokuapp.com)**

I am creating an application called Kayak Fanatic, which will have resources for kayakers, such as a mileage tracker, information about lakes and rivers, and other tips and tricks for successful kayak trips. I am building the application using JavaScript, HTML, and CSS.

To view my progress, current workings, and plans for improvement, visit my Kanban Board:

<https://trello.com/b/VQj9bm50/kayak-capstone-project>

To view my code, wireframes, and other planning details, visit my GitHub:

<https://github.com/lauren1113>

## EXPERIENCE

### **Executive Assistant**

#### **KidSmart**

December 2019 to April 2020

- Executive Assistant to CEO and President
- Technology services, such as updating the organization's website, and building queries and running reports in databases: Blackbaud eTapestry, Blackbaud Merchant Services, 3cFreeStore, and QuickBook Online
- Office management, including the management of support staff, event coordinators, intern, and volunteers
- Executive Assistant for Multi-Million Major Gifts and Capital Campaigns

- Development Management, including management of donor database: Blackbaud eTapestry; donor stewardship; thank you letters and tax receipts; supporting fundraising efforts such as grant writing, ask letters, and event planning
- Bookkeeping Management, including entries and reports on Quickbooks Online; recording and paying invoices; recording pledges, financial gifts, and in-kind donations
- HR Management, including tracking employee benefits, submitting payroll, onboarding and offboarding
- Manage communications, including face-to-face meetings, phone calls, personal emails, large-scale email blasts, social media (Facebook, Instagram, and Twitter), PowerPoint Presentations, meeting agendas and minutes, calendar invitations, event coordination, and marketing support

## **Customer Service Specialist**

### **Natoli Engineering**

October 2017 to December 2018

- Process quotations, Purchase Orders, and related requests using Microsoft Dynamics Great Plains
- Primary liaison between engineers, mechanics, or service technicians and the customer
- Research tablet press and encapsulation machines to identify proper replacement parts
- Train new employees, including creating step-by-step tutorials and sample emails
- Increase sales by providing exceptional customer service, improving Business to Business relations

## **Executive Assistant**

### **Christopher Ellyn Homes**

Jan 2016 to September 2017

- Executive Assistant to CEO
- Operate several computer programs simultaneously, including Google Sheets, Google Calendar, Calendly, Gmail, Fidelity, and Prospect Now
- Manage and train administrative assistants
- Administrative support for real estate investors, including scheduling appointments to view properties and managing each investors' personal lead tracker
- Customer service support for property owners, including incoming and outgoing calls and emails, gathering information about their property, explaining the process, answering questions, and gauging their interest in selling

## **Caregiver**

### **Home Day Care**

May 2015 to Nov 2015

- Used a template website service to design and manage a private webpage to share pictures, projects, information, and upcoming events with parents
- Provided a safe, welcoming, positive learning environment for children ranging between 2-months-old and 8-years-old
- Organized projects and activities to encourage developmental progress for various age groups
- Routinely met with parents regarding their child's progress

## **Customer Service and Retention**

### **Motor Vehicle Solutions**

Jul 2013 to Mar 2015

- Used Forte, a DOS-Based System, to manage customer files, make changes to their policies, and process payments
- Managed high volumes of incoming calls, communicating professionally and efficiently
- Addressed customers' questions and resolved concerns to meet expected Service Level Agreements
- Offered assistance filing claims
- Remained knowledgeable about fluctuating policies and procedures
- Handled confidential information with professional care

## **Nanny**

### **Independent Nanny**

Aug 2012 to Jul 2013

- Supervised three young children
- Tracked and assisted with each child's development
- Fabricated projects and activities to inspire developmental progress
- Communicated with parents
- Maintained a clean household
- Prepared healthy meals for the family

## **Early Childhood Teacher**

### **Monsanto Child Development Center**

Jul 2011 to Aug 2012

- Performed extensive research on early childhood development, including studying the developmental timeline on Teaching Strategies GOLD and familiarizing myself with typical stages of cognitive and behavioral development
- Updated each child's online portfolio and developmental timeline on Teaching Strategies GOLD, with formal observations regarding developmental progress
- Execution of learning style and performance assessments
- Created and implemented innovative lesson plans to encourage developmental progress
- Maintained open communication with parents, including daily reports and parent/teacher conferences
- Implemented values of center while respecting and abiding by each family's unique values and cultures

## **EDUCATION**

**Bachelor of Science, Sociology**      May 2010

**University of Missouri – St. Louis, MO**

Magna Cum Laude