

ABIGAIL TOUGHEY

abitoughey@gmail.com

0435821074

OBJECTIVE

- Experienced Administrator with excellent communication skills, outstanding organization skills and a flare for team management and training junior members of the team.

SKILLS

- Team management
- Provided Administrative support to Senior Level Management
- Event and diary management
- Managed multiple calendars, booked travel and completed expense reports
- Excellent customer service skills both over the phone and in person
- Proficient in Microsoft Applications and Outlook

WORK OF EXPERIENCE

Talent Manager

July 2017 – July 2018

At Your Service, 12 Talina Center, Bagleys Lane, London SW6

Managing a small team and various clients, providing staff with specific requirements. Manage bookings, creating quotes, reconciling jobs, sustain relationships with clients and staff.

Customer Service/Sales Administrator

September 2016 – June 2017

Loaf, 2nd Floor Studio Building, Evesham Street, London, W11 4AJ

Answering general and sales calls, product knowledge, providing quotes and information for international customers.

Customer Service Supervisor

February 2014 – July 2016

Impact Marketing Specialists, 19781 Pauling, Foothill Ranch, CA [949-348-2292]

Supervised team of 10 customer service sales reps, handled customer complaints, tracked incoming revenue, trained new customer reps, motivated team to meet goals, performed quality control on large orders, point of contact for account executives and department managers.

Travel & Trade Show Coordinator [Temp position through Office Team]

August – December 2013

Performance Racing Ind, 31706 South Coast Highway, Laguna Beach, CA 92651

Responsible for registration and lodging for Performance Racing 2013 – the largest annual racing trade show in North America which was attended by over 30,000 worldwide.

Staff Support Specialist

April 2012 – June 2013

Tactara, LLC, 624 South Grand Ave, Suite 2900, Los Angeles, CA [213-221-3000]

Supported Senior Executives and HR Departments. Managed calendars, filing, travel arrangements, plan company events. Provided administrative support to out of state office

Salon Coordinator

April 2011-October 2011

Images Salon, 2515 East Coast Highway, Corona Del Mar, CA [949-675-5531]

Managed multi-line switchboard, greeted customers, managed multiple stylist's calendars, had extensive product knowledge to sell, currency responsibilities, and opened and closed salon.

Receptionist

September 2008- April 2011

Maxwell's Salon of London, 5315 University Dr. Irvine, CA [949-559-0504]

Product knowledge to sell product, kept stylist's sections cleaned and organized, answered phones, booked appointments, greeted customers.

Administrative Assistant (Work Experience)

June 2007-August 2007

Badenoch & Clark, Millennium Bridge House, 2 Lambath Hill, London, UK

Filing and data entry.

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EDUCATION

Aliso Niguel High School [2004-2008] Diploma received.

Orange Coast College [2008-2010]