

CASSIDY M. PERRY

CONTACT

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- Lithonia, GA

SKILLS

- Attention to Detail
- Team Management
- Problem Solving
- Data Entry
- Customer-focused Service
- Project Planning
- Microsoft Office Suite
- Google Suite
- Facebook, Instagram, & Snapchat
- Quick Books
- Canva
- Wix
- Zoom
- Apple iOS
- JackRabbit
- Therabill
- WebEx
- RingCentral

CERTIFICATIONS

- Microsoft Office Excel Specialist
- Virtual Assistant Training Course

OTHER

- Driver's License
- Passport

COURSEWORK

- Principles of Marketing
- Management Information Systems
- Principles of Management

EDUCATION

BFA Dance Performance & Choreography

Elon University

Minors: Entrepreneurship, Exercise Science, Business Administration

LANGUAGES

- English 
- Spanish 

WORK EXPERIENCE

Contact Representative

Internal Revenue Service 2024-2025

- Clearly explained account inquiries to individuals with varying levels of financial literacy, ensuring understanding of procedures, obligations, and available options
- Gathered sensitive personal and financial information with tact and discretion, ensuring accurate reporting and full compliance with disclosure regulations
- Exercised sound judgment in evaluating potentially controversial issues, such as distinguishing between honest errors and possible fraudulent activity
- Conducted in-depth research and analysis of taxpayer records, developing and evaluating case information to determine appropriate actions and ensure case resolution

Virtual Administrative Assistant

Mary Kay Sales Director 2023-2025

- Scheduled communication to customer and consultants throughout the month to encourage sales and team engagement
- Navigated a remote work environment while maintaining task list and creating new campaigns to address new selling challenges

Future Cruise Consulting Assistant

Princess Cruises 2022-2024

- Supported Future Cruise Consultant to meet deadlines, manage guest visits, and drive future sales
- Fielded customer questions about destinations, timelines, and booking packages
- Engaged with guests to manage emotions and maintain calm office environment
- Trained 3 additional assistants and scheduled shifts during peak times

Retail Sales Associate

Ann Taylor LOFT 2022

- Merchandised and designed store sets for a low volume store
- Provided inviting and individualized service to customers
- Collaborated with store manager to organize inventory
- Conducted cash, card, and check transactions with customers

Costume Shop Assistant

Elon University Performing Arts 2018-2022

- Constructed and altered costumes for dance, acting, and musical theater productions throughout the academic year
- Assisted cross-functionally to collaborate management needs with costume lab organization

Administrative Assistant & Receptionist

Creative Therapy Works 2019

- Provided creative solutions for client service relationships
- Communicated with insurance companies as a liaison between customers, insurance companies, and care providers
- Formulated daily schedules and set appointments to maintain order in a fast paced environment
- Synthesized employee manuals and intake forms onto a digital platform and redesigned company website to maximize functionality
- Organized a successful program for over 20 children with special needs