

CONTACT

📍 Brantford, ON N3S7J3

📞 (416) 804-6043

✉️ sfvivallo@gmail.com

PROFESSIONAL SUMMARY

Results-oriented professional with strong organizational skills and solid work ethic. Possesses expertise in coordinating administrative tasks, managing schedules, and maintaining accurate records. Proficient in using office software and tools to streamline operations and improve productivity. Seeking to utilize excellent communication, interpersonal, and organizational skills to complete tasks. Reliable with a good work ethic and the ability to quickly adapt to new tasks and environments.

SKILLS

- Organization and Multitasking
- Teamwork and Collaboration
- Flexible and Adaptable
- Quick Learner
- Marketing Strategies
- Self Motivation
- Social Media Management
- Business Management
- Office Management
- Dependable and Responsible
- Calm Under Pressure

LANGUAGES

- **Spanish**
Native
- **English**
Advanced

SCARLETT FLORES



NON PROFFESIONAL EXPERIENCE

- Picker Packer** MABE WAREHOUSE - Brantford, ON
04/2023 - Present

 - Accurately picked, packed and shipped orders in a timely manner.
 - Picked customer orders, reviewing for correct number and type of product to eliminate errors.
 - Identified and located products within warehouse after reading orders.
 - Inspected items for defects prior to packing them for shipment.
 - Used electric pallet truck walkie to transport items to staging areas or loading docks.
 - Received and counted stock items to record data manually or on computer.
- Housekeeping Room Attendant** Hampton Inn & Suites by - Brantford, ON
09/2022 - 03/2023

 - Serviced rooms by making beds, dusting and vacuuming.
 - Changed and replenished bed linens, towels, and guest amenities.
 - Managed time efficiently to complete assigned duties within allotted time frames.
 - Carried out deep cleans in kitchens including ovens and fridges.
- Landscape Worker** Green Thumb - Burlington, ON
04/2022 - 07/2022

 - Performed general landscape maintenance duties such as mowing, edging, trimming, pruning, fertilizing and aerating lawns.
 - Adapted quickly to changing conditions in order to meet customer needs.
 - Successfully managed multiple tasks simultaneously under tight deadlines.
 - Demonstrated expertise in planting trees, shrubs, and flowers.
- General Laborer** Kelly Services - Brantford, ON
07/2021 - 03/2022

 - Worked effectively with other members of the team in completing assigned projects quickly and efficiently in Ferrero Roche.
 - Inspect the quality of the products and packaging to meet the required standards.
 - Observed and followed all safety rules and procedures, including wearing required personal safety equipment.
- Production Worker** Heritage Hockey Sticks - Cambridge, ON
04/2021 - 07/2021

 - Assembler and painted hockey sticks quickly to achieve productivity goals in the factory.
 - Maintained a clean and safe work environment, adhering to safety protocols.
 - Followed detailed instructions from supervisors for daily tasks.
 - Prepared products for packaging on multiple assembly lines.
- Support Worker** ProQ - Toronto, ON
03/2021 - 04/2021

 - Conduct inventories of objects and furniture damaged by fires and floods, disaster clean-ups, and packing services.
 - Report of damages and taking photographs.
 - Excellent collaboration and attitude for teamwork.



PROFFESIONAL EXPERIENCE

- Tronqueria Landscaping** Owner - Los Angeles, Biobio, Chile
04/2020 - 02/2021

 - Coordinator in product deliveries, social media management and creator of advertising and marketing.
 - Personalized customer service and on- site visits.

- Accustomed to working with clients to determine their needs and design preferences for interior and exterior spaces.

• **Purchasing agent** Sport Office Los Angeles City Hall - Los Angeles, Biobio, Chile
06/2017 - 03/2020

- Management of resources efficiently to meet the needs of sports facilities and personnel.
- Resolved daily issues by handling invoice discrepancies, replacements for rejected materials and missed and late deliveries. Contract compliance auditor
- In charge of the administrative process, public office purchases, and tracking client payments.
- Managed supplier relationships to ensure timely delivery and high quality products.
- Demonstrated ability to manage multiple tasks while remaining adaptable and flexible.
- Responded quickly to meet customer needs and resolve problems.
- Maintained internal inventory of supplies and equipment.

• **Guapa Beauty Salon** Owner - Los Angeles, Biobio, Chile
08/2016 - 12/2017

- Promote business through marketing initiatives and use of social media.
- Recruited talented professionals to join the salon team, creating a diverse group of skilled stylist and beauty experts.
- Performed administrative tasks such as filing paperwork, answering phone calls, sending emails and preparing documents.
- Implemented inventory management systems to minimize product waste and optimize stock levels.
- Reduced no- shows through proactive communications strategies like reminder calls or text messages prior to scheduled appointments.
- Managed cash flow, business transactions, banking and accounting processes.
- Monitored customer feedback via surveys or online reviews to identify areas of improvement within the business.
- Provided excellent customer service by responding promptly to inquiries and addressing any issues in a timely manner.
- Created weekly schedules based on predicted staffing needs, budgets and employee requests.
- Administered bookkeeping functions to generate invoices and handle accounts payable and receivable.

• **Community Support Professional** Tucapel City Hall - Tucapel, Biobio
03/2017 - 07/2017

- Provided emotional support through active listening skills.
- Maintained detailed records of client progress and activities, ensuring accurate documentation and reporting.
- Encouraged clients' independence through guidance and reinforcement to achieve the creation of small local businesses.

• **Statistical Clerk** Constitucion Hospital - Constitucion, Maule, Chile
06/2015 - 07/2016

- In charge of statistic and supervising daily production of healthcare professionals to achieve the objectives of the health service.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- In charge of medical programs and coordinator of surgical operations, medical team, and reduction of patient waiting lists.
- Demonstrated ability to manage multiple tasks while remaining adaptable and flexible.
- Proven ability to learn quickly and adapt to new situations.

• **Intership** Los Angeles Hospital - Los Angeles, Biobio, Chile
08/2014 - 12/2014

- Coordination with medical team to acquire supplies and medical equipment for surgeries and medical care in the areas of traumatology and dentistry.
- Resource management, public procurement, and tracking of supplier payments.
- Self motivated with a strong sense of personal responsibility and worked effectively in fast- paced environments.

- **Leadership and Team Coaching Support** ITPM Chile - Puerto Varas, Los Lagos, Chile
03/2012 - 12/2012
 - Utilized knowledge of organizational dynamics, change management principles, and conflict resolution techniques when providing guidance to clients.
 - Assisted clients in identifying areas of improvement, setting objectives, and developing strategies to achieve desired results.
 - Support for the coach , responsible for group activities aimed at improving communication and teamwork among education staff. Counselor, emotional support and daily report for the company and group.
- **Social Events Coordinator** JF Events Productions - Los Angeles, Biobio
01/2009 - 12/2009
 - Event program organizer, concerned about meeting the client's expectations. Coordination with the staff to meet the schedule.
 - Organized materials to support operations.
 - Communicated effectively with internal staff members as well as external vendors to resolve issues quickly and efficiently.
 - Entered data, generated reports.



EDUCATION

- **PROFESSIONAL DEGREE PUBLIC ADMINISTRATOR**
San Sebastian University - Concepcion, Chile, 01/2015
- **BACHELOR'S DEGREE POLITICAL SCIENCES AND PUBLIC ADMINISTRATION**
San Sebastian University - Concepcion, Chile, 12/2014



CERTIFICATIONS

- Sports management, Chilean Olympic Committee