

LISA NIKITINA

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ADMINISTRATIVE ASSISTANT | CUSTOMER SERVICE | SALES SUPPORT

S SKILLS

- Customer Service Excellence
- Administrative Support
- Client Relations
- Sales Support
- Schedule & Calendar Management
- Data Entry & Documentation
- Microsoft Office (Word, Excel, Outlook)
- Google Workspace
- CRM Systems
- Multitasking & Organization
- Problem Solving
- Team Collaboration
- Excellent Communication

L LANGUAGES

- English - Fluent
- Russian - Native
- Ukrainian - Native
- French - Basic

★ HIGHLIGHTS

6x Employee of the Month
Sprouts Farmers Market

20+ Employees trained
Sprouts Farmers Market

98% Order accuracy
Sprouts Farmers Market

15+ Years of experience
Administration & customer service

E EDUCATION

M.A., Design & Marketing Communications
SUNP University
Odesa, Ukraine

P PROFESSIONAL SUMMARY

Administrative and customer service professional with 15+ years of experience supporting executives, coordinating operations, managing schedules, handling documentation, and delivering exceptional customer service. Highly organized, detail-oriented, and skilled at multitasking in fast-paced environments. Positive, service-oriented, and available to start immediately.

W PROFESSIONAL EXPERIENCE

SPROUTS FARMERS MARKET Aug 2023 - Nov 2025
Customer Service / Operations

- Provided excellent customer service while fulfilling online grocery orders and assisting in-store customers.
- Coordinated store operations, merchandising, inventory organization, and promotional displays.
- Trained and mentored 20+ new team members, creating a supportive and productive work environment.
- Maintained 98% order accuracy and helped improve department efficiency.
- Recognized as Employee of the Month six times for performance, leadership, and customer service.

THE BOOKINIST Jan 2017 - Sept 2023
Executive Assistant & Client Relations

- Supported the CEO with calendar management, meeting coordination, travel arrangements, and daily administrative tasks.
- Acted as the primary point of contact for 100+ clients, partners, and vendors.
- Managed VIP client experiences, correspondence, and business communications.
- Coordinated events, tastings, and product launches, ensuring smooth execution.
- Maintained confidential information and handled sensitive matters with discretion.

ALEXANDRA DESIGN GROUP Jun 2013 - Jan 2017
Executive Assistant to the Creative Director

- Managed the Creative Director's calendar, meetings, and domestic/international travel.
- Coordinated communication between clients, designers, and internal teams.
- Assisted with project management, schedule tracking, and presentation materials.
- Handled correspondence, documentation, and administrative tasks.

MOTTO CREATIVE COMMUNICATION May 2010 - May 2013
Executive Assistant

- Managed executive schedules, meetings, and business correspondence.
- Coordinated projects, vendors, and internal communication to ensure smooth execution.
- Maintained budgets, tracked expenses, and supported project planning.

PROFESSIONAL STRENGTHS

Administrative Operations • Customer Service • Client Relations • Sales Support