

# CHARMAINE WILLIAMS

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## EXPERIENCE

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### Gemological Institute of America (GIA)

August 2022 – Present

*Customer Service Representative • New York • Full-time*

- Demonstrate adaptability, which led to my quick progression from Customer Service Representative Assistant to full-time Customer Service Representative with elevated responsibilities, including Phone CSR and Receptionist roles within a year.
- Initiate and lead a gamified work process that results in weekly prizes and rewards, boosting employee morale and fostering a positive work environment.
- Proficiently perform intake and return procedures for walk-in clients, showcasing extensive knowledge of all GIA services and delivering exceptional customer service.
- Engage directly with clients to assist with stone submissions, including detailed knowledge of service requirements, fees, rush services, and return times.
- Resolve routine issues through troubleshooting and coordination with relevant departments, utilizing Salesforce for client information and applying judgment for appropriate actions.

### Sloomoo Institute

August 2021 – August 2022

*Inventory Manager • New York • Full-time*

- Supervised a team of 2-4 direct reports in managing receiving and weekly warehouse deliveries.
- Implemented Fishbowl Inventory Management software, transitioning from manual inventory tracking since the company's inception in late 2019. Fishbowl streamlined the management of over \$5M of inventory and supplies.
- Trained operations "kitchen" managers on weighing, measuring, and computing slime recipes to ensure consistent product quality.
- Oversaw critical warehouse functions, including locker builds, warehouse optimization, and the transition to an offsite distribution and storage facility, improving workflow by 40%.
- Collaborated closely with the procurement manager and COO to automate supply chain planning and execution, addressing challenges posed by the Covid-19 pandemic disruptions.

### Tulip Haus

February 2021 – August 2021

*Office Manager & Client Liaison • New York • Full-time*

- Implemented platforms such as Klavios and Mailchimp for efficient email campaigns, discounts, and newsletters.
- Oversaw general office management tasks, including scheduling, organization, filing, inventory management, package/mail distribution, ordering, budgeting, and data entry.
- Provided comprehensive customer support via phone, email, and chat, ensuring timely and effective resolution of inquiries.
- Executed order fulfillment operations utilizing the Shopify platform, maintaining high standards of accuracy and efficiency.

### Garten

September 2018 – March 2020

*Operations Site Lead • New York • Part-time*

- Managed budgets with 93% accuracy, including ordering products and equipment, and conducted daily inventory management.
- Enforced strict food safety protocols, including F.I.F.O., and maintained quality control of perishable produce.
- Provided leadership as site lead, training a team of 1-4 members in sorting merchandise and equipment maintenance.

### The Hair Shop

July 2018 – March 2020

*Sr. Sales Consultant/ Keyholder • New York • Full-time*

- Provided personalized 1:1 consultations and assistance to clients upon entry.
- Managed client orders and troubleshooting concerns via email, phone, and social media.
- Acted as interim manager when direct/assistant managers were unavailable, overseeing up to 4 employees.

**Bloomington's**

September 2017 – September 2018

*Stock Team Lead • New York • Full-time*

- Maintained a visually appealing sales floor to enhance customer experience.
- Monitored inventory levels on the sales floor, promptly replenishing items as needed.
- Organized and labeled the stockroom for easy access and efficient restocking.

**Bond Gifting Inc.**

March 2016 – February 2017

*Operations & Fulfillment Associate • New York • Full-time*

- Coordinated receiving, sorting, and packing of orders for efficient shipping processes.
- Operated heavy machinery, such as the TRIUMPH 6660 automatic paper cutter, ensuring quality control.
- Created shipping labels, organized packages, and managed post office pickup/drop-off services for timely deliveries.

**Match Mg**

January 2015 – March 2016

*Retail Merchandising Team Lead • New York • Full-time*

- Demonstrated physical stamina by lifting and transporting products weighing up to 50 lbs.
- Executed in-store resets and Plan-O-Grams for optimal product placement.
- Traveled up to 40% of the time, maintaining a flexible schedule to service up to 40 stores weekly.
- Set up Point-of-Purchase (P.O.P.) and seasonal displays to enhance visual appeal and drive sales.

**EDUCATION**

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**New York University**, New York, NY

September 2022 – May 2024

*Magna Cum Laude B.S in Leadership and Management Studies*

*Concentration: International Business and Global Management*

Alpha Sigma Lambda Honor Society

Achieve Scholarship

Dean's List

**NYU Preston Robert Tisch Institute for Global Sport**, Seoul/Busan, South Korea

January 2024

Semester Study Abroad, Global Field Intensive in Global Sports

**NYU Schack Institute of Real Estate**, São Paulo/Rio De Janeiro, Brazil

March 2024

Semester Study Abroad, Global Field Intensive in Global Cities

**CUNY Kingsborough Community College**, Brooklyn, NY

March 2021 – June 2023

*A.S with Honors in Business Administration*

National Society of Leadership and Success

Phi Theta Kappa Honor Society

Dean's List

**SKILLS**

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Customer Service, Team Building, Inventory Management, Order Fulfillment, Merchandising, Sales, Multi-Line Phone, Quality Assurance, Public Speaking, Leadership, Office Management, Microsoft Office, Google Workspace, G Suite, Asana, Square: P.O.S Chat and Appointments, QuickBooks, Slack, Adobe After Effects, Cin7, ADP, Expensify, Paycom, Deputy, Trinet, Nimble/Ximble Schedule, Wix, Squarespace, Shopify, Klavios, Mailchimp, Fishbowl, Sortly, Katana MRP, Salesforce, Spectrum