

Niya K. Williams

Executive Assistant

📞 561 412 5628 ✉️ hello@sageexecutiveassistants.com



Experienced virtual assistant with strong ability to provide administrative support, customer service and travel support. Offering exceptional organizational skills, multi-tasking abilities, capacity to handle multiple calls and queries in a calm and professional manner.

SKILLS:

Blog Writing	Initiative & Accountability
Customer Service	Multitasking Skills
Editing Articles & Documents	Self-Motivation
Event Planning	Time Management
Hospitality Knowledge	Travel Coordination

COMPUTER SKILLS:

Asana	Office Apps (Word, Google Docs, Excel)
Data Entry	Trello

PROFESSIONAL EXPERIENCE

2018–Present **SAGE Virtual Staffing, LLC - Remote Virtual Assistant**

- Manages calendars
- Coordinates travel arrangements for clients
- Email Management
- Creates simple word documents and excel sheets
- Provides research
- Assists the CEO and multiple clients, including Realtors, Healthcare providers, and Tech companies.

2021 **Holiday Inn Resort - Kissimmee, FL Hotel Front Desk Reservation Clerk**

- Checks in guests and posts charges and billing
- Handling bookings, managing correspondence, accommodating guests, taking payments, and solving complaints.
- Also handles special requests and guest
- Takes and edits reservations

2013–2020 **ICE Hospitality Staffing, LLC Bartender & Banquet Server**

- Prepare and serve drinks and beverages to guests at private parties
- Order required liquor and supplies
- Display bottled goods and glasses
- Slice and put fruit for garnishes
- Clean and sanitize bar and equipment and replenish supplies
- Serve food and take orders
- Explain menu items and food content
- Train other staff on service

**2016-2020 Miller's Ale House - Boca Raton & Davenport, FL
Server**

- Greeted guests in a warm and friendly manner while also acknowledging all guests that come within five feet
- Provided highest level of service by adhering to all Miller's Ale House service standards
- Fulfills all job responsibilities to contribute to a "one great shift" operation
- Serves alcoholic beverages in accordance with company standards and state alcohol service requirements
- Worked directly with other FOH team members to ensure all of the guest's needs are fulfilled in a timely manner
- Accomplished all running and end of shift side work; including ensuring work areas are stocked and ready for the next scheduled server to take over; ensures cleanliness upon departure from restrooms

**2014-2015 TGI Fridays - Philadelphia, PA
Hostess**

- Greeted customers who are arriving and departing from the venue
- Help guests to their seats in a welcoming manner while upholding the general flow of customers arriving and leaving the restaurant
- Accommodated all the needs of every customer

Server

- Took orders and served food and drinks while obliging to fulfill every need of customers
- Provided helpful suggestions to customers with regards to food, drinks
- Provided excellent customer service
- Relayed all food orders to the kitchen and or service bar through the POS terminal
- Presented customers the check and accept payment, make correct change or complete the appropriate change card system.

EDUCATION

**2022 VALENCIA COMMUNITY COLLEGE - Online
Liberal Arts Degree Anticipated**

**2013 CARDINAL O'HARA HIGH SCHOOL - Springfield, PA
Diploma**