

ITALINA SNOWER

itasnower@gmail.com

(312) 804-4150

SUMMARY:

- Highly experienced in supporting operations and practices, ensuring best practices.
 - Work proactively to ensure best service, through logistical and team coordination.
 - Provide execution of functions with professional demeanor to support public relations.
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EXPERIENCE:

THE BUILDING GROUP, Chicago, Illinois 2016 to Present
Property Management Coordinator

Highlights

- Interaction with 600 unit residents, tenants, and staff, handling lease compliance and closing papers for buyers and sellers.
 - Provide timely and professional response to tenant requests and inquiries.
 - ◊ Process move in/ move-outs, schedule work orders, assist with resident accounts, and supervise all vendor activities to support property management.
 - ◊ Oversee security, maintenance, construction, and cleaning operations.
 - ◊ Ensure security of parking and storage, as well as maintaining dog registry.
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THE FEDERAL SAVINGS BANK, Chicago, Illinois 2015 to 2016
Client Relations/Office Manager

Highlights

- Facilitated operations for this veteran-owned bank, supporting 300+ employees.
 - Demonstrated high level of professionalism in addressing confidential/sensitive matters.
 - Oversaw all aspects of operations to ensure critical support of banking services.
 - Ensured management of various document preparation, file management, and ad hoc tasks.
 - Maintained and operated presentation/conference room technology to support operations.
 - ◊ Strengthened relationships with key vendors, and provide superior customer service.
 - ◊ Made key decisions regarding scheduling, logistics, and other time-sensitive concerns.
 - ◊ Entrusted with overseeing operations during absence of senior team members.
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PURE VIBES, Chicago, Illinois 2004 to 2014
Partner/Member Relations

- Support client interaction and schedule staff meetings for this fitness rehab organization.
 - Interacted with physicians, therapists, and insurance providers regarding payments, approval, proposals and coordination of operations.
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INDEPENDENT CONTRACTOR, Chicago, Illinois 2004 to 2014
Spanish Interpreter/Translator - Special Projects

AMERICAN EXPRESS, Chicago, Illinois 1993 to 2004
Account Manager - Bilingual (1993 to 2004)
Marketing/Sales Coordinator (1993 to 1995)

Highlights

- Assisted sales managers with proposals, interacted with clients via phone, and managed itineraries to best support operations.
 - Coordinated sales support and marketing presentations for the Great Lakes region.
 - ◊ Recognized with Customer Service Achievement Award for full life-cycle sales management.
 - ◊ Generated Gift Cheque Sales revenue for new/existing accounts 50+ to \$2MM.
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DOWNTOWN TOYOTA, Chicago, Illinois 1990 to 1993
Marketing Assistant

Highlights

- Executed/managed radio and newspaper campaigns for this Toyota & Saab dealership.
 - ◊ Responsible for paper entry and promotional ads for Chicago Hispanic market.
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AKZO CHEMICAL, INC., Chicago, Illinois 1988 to 1990
Account Manager/Export Coordinator - Latin America, Europe, & Canada

Highlights

- Supported Director of Marketing, ensuring superior Customer Service.
 - Coordinated logistics for ocean and airfreight, interacting with product managers to ensure safety regulations via letters of credit, freight forwarding, and system clearances.
 - ◊ Prepared all paperwork for export of hazardous chemicals to Latin America/Europe.
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EDUCATION:

UNIVERSITY OF ILLINOIS, Urbana-Champaign, Illinois Conferred 1991
Bachelor of Arts degree, concentrating in Spanish & Commerce

- Participated in one year study abroad program in Barcelona Spain.

CERTIFICATION:

- CMAA (2013)
 - CPR Certified (2013)
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LANGUAGE:

- Bilingual, fluent in Business Spanish
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VOLUNTEER:

- St. Anthony's Homeless Shelter, Volunteer (San Francisco, CA) 2016
 - Lurie Children's Hospital, Volunteer 2015
 - Rehabilitation Institute of Chicago, Volunteer 2014
 - Francis Xavier Ward School, Volunteer
 - Northwestern Hospital, Volunteer
 - Warren Bar Nursing Home, Volunteer Spanish Interpreter
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AFFILIATIONS:

- National Healthcare Association, Member 2012 to Present
- Peruvian Arts Society, Board Member