

Diamond Roye

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Summary: Motivated and detail-oriented professional with a strong foundation in cybersecurity and extensive experience in administrative leadership, team training, and IT support. Excels in optimizing operations, managing inventory, and implementing innovative solutions to enhance efficiency. I am seeking a challenging role where I can leverage my skills in computer information systems and passion for technology to contribute to organizational success while advancing my cybersecurity and operational management expertise.

CORE COMPETENCIES: Exceptional time management, adaptability in dynamic environments, advanced computer literacy, proficiency in Microsoft Office Suite (with expertise in Excel), strong professionalism, and a consistent record of punctuality.

WORK EXPERIENCE

Lead Administrator: Kari Skin (October 2023 – June 2024) - *Philadelphia, Pennsylvania*

- Managed inventory control of medical supplies, treatment products, and retail items, implementing systems to track usage and anticipate future ordering needs.
- Contributing to the development of long-term strategic objectives such as marketing campaigns, promotions, and sales.
- Updated and formatted e-commerce and employee websites, including policy updates and new product information.
- Proficient in using booking software, including Boulevard and Vagaro.
- Conducted regular data audits for revenue tracking and bookkeeping using Microsoft Excel.
- IT support, resolving hardware and software issues effectively.
- Managed schedules and coordinated meetings, training sessions, and travel logistics.

Senior Client Experience Lead: Heyday (January 2023 - October 2023) - *Philadelphia, Pennsylvania*

- Trained a team of hosts in customer relations, ensuring exceptional guest experiences and achieving consistently high client retention rates, membership growth, and retail sales.
- Assisted with weekly inventory management, leveraging Microsoft Excel and Boulevard Salon Management system to optimize spa operations.
- Collaborated closely with the Spa Manager to oversee shop operations and support the achievement of daily and monthly goals for Front of House staff and Skin Therapists.

Supervisor: Insomnia Cookies (March 2022 - January 2023) - *Philadelphia, Pennsylvania*

- Conducted inventory counting and ordering while leading and managing a team of 5-10 employees daily, including training staff and ensuring adherence to food safety standards and delivering exceptional customer experiences.
- Utilized web-based applications to track customer satisfaction and implement strategies for staff improvement.
- **Previously employed at M2O Burgers, where I advanced from Cook to Manager within one year, demonstrating strong leadership and operational management skills.**

EDUCATION & CERTIFICATIONS

Community College of Philadelphia

- A.A.S Computer Information Systems
- Cybersecurity I Proficiency Certificate