

Marika DuVal

OBJECTIVE

With a strong background in security, customer service and human services and a passion for laws and regulations, I am looking to secure a position in law enforcement that combines both my background and interests.

EXPERIENCE

Central Square Florist, Cambridge, MA

Customer Service/Counter, May 2013 – Present

- Acts as first point of contact for all incoming clients, focus on exceptional customer service
- Manages large computer database for all online and phone orders
- Assists in day to day operations to ensure store is organized and orders are fulfilled
- Responsible for all opening and closing procedures
- Maintains contact with clients through email and phone correspondence

Joshua Tree, Somerville, MA

Door/Security Manager, August 2012 – Present

- Checks IDs and back-up IDs of patrons (specializing in recognizing false identification).
- Responsible for determining if patrons are sober/coherent enough to enter venue.
- Responsible for training of new staff.
- Meticulous knowledge of Massachusetts nightclub and restaurant laws, including, but not limited to: Capacity Issues, IDs that may or may not be accepted, liability issues surrounding alcohol and noise curfews.
- Works closely with local law enforcement.

Actna Corp., Cambridge, MA

Administrative Assistant, May 2012 – October 2012

- Provided administrative support to 12-member staff of fast-paced commercial lighting company
- Managed bank deposits, high-volume billing and daily mail distribution
- Solely responsible for managing various financial and accounting databases and spreadsheets
- Coordinated front desk operations and answered inbound customer calls

Dare Family Services, Somerville, MA

Office Manager, August 2011 – May 2012

- Reported to Northeast Regional Director and Program Director for nonprofit foster care agency
- Maintained confidential files, databases and family and health histories, including Somerville branch
- Generated weekly intake/discharge summary reports for CEO review
- Coordinated placement needs and case report updates with Boston-area Department of Children & Families (DC:)
- Responsible for proofreading and editing all outgoing letters and correspondence
- Scheduled and coordinated weekly and monthly meetings with foster families, board members and social workers
- Managed office supply and equipment purchases, service and tech requests, and package shipping
- Acted as frontline contact for HR requests, prospective employees, and resume application screening

The Middle East Restaurant and Nightclub, Cambridge, MA

Operations Manager, July 2006 – August 2011

- Managed facility and door operations for popular, high-traffic 550+ capacity music venue
- Responsible for band hospitality, including rider requests and communication with tour managers and VIP clients
- Managed door bank, money collection, performers' tax forms and nightly money drops
- Acted as hiring manager and training coordinator for new security staff
- Specialized in recognizing false identification
- Acquired meticulous knowledge of Cambridge/Boston nightclub and restaurant laws, including, but not limited to: capacity issues, acceptable ID protocol, liability issues, alcohol and noise curfews
- Certified by Cambridge Licensing and Alcohol Board (C.L.A.B.)

Bernardi Acura of Boston, Brighton, MA

Office Manager, March 2008 – December 2008

- Managed all cash and check deposits; most in excess of \$100,000
- Scheduled service appointments for customers and coordinated with insurance companies
- Managed all credit card transactions, payroll and supply purchasing
- Answered high volume of phone calls while providing professional and friendly customer service

Zoots, Wellesley, MA

Office Manager, June 2003 – March 2006 / February 2007 – March 2008

- Committed to high-quality customer service for upscale clientele
- Managed daily cash flow, inventory and monthly and annual budgets
- Supervised revenue-generating campaigns and promotions
- Resolved client complaints and issues on a daily basis and adapted to changing needs
- Managed six employees including hiring, training, performance reviews and termination
- Increased morale and satisfaction of employees and created a positive work environment
- Highest-revenue Zoots in Massachusetts three years running

EDUCATION

Johnson and Wales University, Providence, RI

Major: Criminal Justice

Other Concentrations: English and Ethics

COMPUTER SKILLS

Proficiency in Microsoft Word, Excel, and Outlook; database management; Google Drive; internet research