



ERICA TORRE

COMMUNICATION SPECIALIST & OPERATIONS



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CONTACT

Located:
Cleveland/Akron Area

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EDUCATION

Kent State University 2011 - 2013
Bachelor of Arts - Communication Studies
Concentration: Organizational Communication
Minor: Public Communication

SKILLS

> Professional:

- Business Communication
- Brand Management
- Training & Development
- Staffing & Recruiting
- Intercultural Relations
- Marketing
- Event Planning
- Event Management
- Leadership
- Problem Solving
- Analytical

> Technical:



FEATURED IN

- Prague Freedom Foundation
PFF Scholar
Modern Media and Democracy
<http://luncheon.co/praguefreedom1/>
- Kent In Prague
Author & PFF Scholar
Modern Media and Democracy
<http://kentinprague.com>

PROFILE

Profit-driven and process-oriented Communication Specialist and Operations Manager with six years of experience working with multimillion-dollar companies and top-producing teams. History of strengthening compliance, improving processes, and elevating output, quality, customer satisfaction, and employee morale to all-time bests. Efficient and results-oriented with a demonstrated track record in utilizing excellent organizational, time-management, project management, and clear communication skills. Skilled in staffing and recruiting, training and development, sales management, branding and marketing, and quality assurance. Strong and proven ability to take initiative to drive projects that increase organizational effectiveness.

PROFESSIONAL EXPERIENCE

Operations Manager & Marketing Manager

2017-Present

Commercial Real Estate Company / Cleveland, Ohio

- Supervises the overall functioning of business operations, including finances, productivity, human resources, policies, marketing and goal-setting.
- Provides inspired leadership for the Cleveland office
- Promotes a company culture that encourages top performance and high morale
- Oversees accounting, budgeting, reporting, planning, and auditing
- Ensures all legal and regulatory documents are filed and monitored for compliance with laws and regulations
- Produces marketing content for inbound deals and business development
- Manages office CRM database and acts as support for system software and data entry
- Ensures operational procedures are effectively observed

Event Manager & Volunteer Director

2014-Present

Love of Life, Inc. / Dayton, Ohio

- Runs the 501c(3) non-profit organization Love of Life, Inc. (LOL) as the Chair Member on the Board of Directors.
- Provides operational financial oversight
- Ensures adequate resources
- Maintains accountability and ensures legal and ethical integrity
- Ensures effective organizational planning
- Recruits new members and assesses performance of committee
- Enhances the organization's public standing
- Determines, monitors, and strengthens the organizations events and programs



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AWARDS

- Kent State University
Deans List
Every semester of attendance
- International Association of Business Communicators, Cleveland Chapter
IABC Regional Conference Scholarship Recipient
2012
- Prague Freedom Foundation
PFF Scholar, Modern Media and Democracy
2013

PROJECTS

Giving Food, Giving Love

2012

Led team in the production and implementation of Giving Food, Giving Love project. Collected and donated 4, 800 nonperishable food items to the Kent State Campus Kitchen.

Project Website:
<http://givingfoodgivinglove.webs.com/>

AFFILIATIONS

- National Communication Association Honor Society, *Vice President*
- International Association of Business Communicators (IABC)
- National Society of Leadership and Success
- Golden Key International Honour Society
- Mortar Board - KSU Laurels Chapter

REFERENCES

Available upon request.

CEO/Consultant

2013-Present

ProCore Services / Cleveland, Ohio

Owner of personal branding, career services, and communication consulting firm.

- Designs custom and personalized resumes for clients
- Performs mock interviews with clients
- Provides staffing services for companies and organizations by filling open positions with recruited talent
- Designs online applications and forms
- Assists with organizational and operational re-structuring

Business Manager

2016-2017

Clinique - Saks Fifth Avenue / Beachwood, Ohio

Led, coached, and developed a small team of sales associates to achieve all sales, customer service, and operational targets.

- Responsible for creating and executing an agile business plan to recruit and retain customers through strategic targeting, impactful in-store events, customer relationship management and leadership of a high performing team
- Provided an elevated guest experience to generate a loyal clientele while sharing excellent product knowledge

Client Services Manager

2015-2016

Just In Time Staffing / Mentor, Ohio

Acted as a liaison between JIT Staffing and all corporate accounts. Additionally, exclusively managed the newly acquired account with Cleveland Clinic.

- Ensured customers were satisfied and transactional requirements were fulfilled
- Created policies and procedures for JIT staff to achieve client satisfaction
- Provided appropriate training for employees
- Created strategies and developed successful business plans to start-up the Cleveland Clinic account

Sales Manager

2014-2015

Dillard's / Mentor, Ohio

Managed entire cosmetic department that was comprised of 60+ individual designer brands and sales team of 25-30 associates. Acted as store manager for all departments on regular basis.

- Developed business plans that included sales, revenue, and expense controls
- Set individual targets with sales team
- Recruited, interviewed, and staffed department with top talent
- Trained new employees