

MARIE LAROCK

PROFESSIONAL PROFILE

A hardworking and reliable manager and team member, focused on going above and beyond to support the team and serve customers, with strong skills in scheduling, invoicing, payroll and conflict resolution. Motivated to continue to learn and grow as a team player and innovative leader.

Always looking for ways to improve productivity and customer satisfaction with exceptional service, while ensuring top associate performance and engagement.



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168 West Road
Apt B20
Pleasant Valley, NY
12569

EXPERTISE

Payroll and Scheduling
Customer Invoicing
Creative Development
Event Planning
Public Relations
Sales Promotion
Budget Management
Customer Communication
Problem Resolution

EDUCATION

Dutchess Community
College
Poughkeepsie, NY
2008-2013

West Connecticut State
University
Danbury, CT
2007-2008

Newtown High School
Sandy Hook, CT
Graduated 2007

EXPERIENCE

Pandemic Experience

Self Employed - Fishkill, NY | March 2020 – Present

During the pandemic of 2020, with the lose of customer base in the daycare arena, refocused on personal growth while taking independent gig work. Areas of growth and experience included:

- Developed Home school supplemental educational materials and programs for daughter.
- Provided on-demand childcare as a private care-giver, responsible for care and education of children across several ages and in groups ranging from 1-5 children.
- Developed a side business performing product assembly to consumers, assembling products that ranged from metal sheds to chairs and tables to electronic furniture such as arcade consoles.

Assistant Director/Office Manager

Blossoming Minds - Fishkill, NY | 2017 – March 2020

As Assistant Directory, was responsible for managing the daycare staff as well as ensuring top quality care was provided to the students all while ensuring open and timely communication with the parents. Key responsibilities included:

- Created and implemented lesson plans appropriate for ages 18 months up to 3 years of age.
- Assisted with all child training activities.
- Worked to ensure a safe environment for the children to learn and grow and in accordance with state guidelines.
- Worked with state inspectors to ensure compliance with all requirements.
- Planned trips and events for the center.

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SKILLS

Microsoft Office

- Type 85 wpm
 - Early Childhood Education
 - CPR/MAT certified
 - Customer Service
 - Online Sales and Service
 - ADP Payroll Processing
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EXTRA

First Aid CPR AED

MAT Training

May 2017 to May 2020

Allows for administration of prescription and over the counter medication in a daycare setting or when away on field trips. Includes emergency, lifesaving medication.

INTERESTS

Reading Books

Movies

Video Games

Anime

Science fiction

Hiking

Camping

EXPERIENCE continued

Assistant Director/Office Manager

Blossoming Minds - continued

- Maintained direct communication with parents with the status and progress of their children, and worked with parents to address their individual needs.
- Creating schedules for 16 employees to make sure proper coverage was maintained at all times, per state requirements.
- Acted as the central contact for staff concerns and questions.
- Key point person for Problem resolution with parents.
- Responsible for staff training initiatives.
- Maintained a database of all children, contact information, medical needs and allergies.
- Prepared and distributed the monthly newsletters for parents and staff.
- Invoiced parents for care services and helped set up payment terms and conditions.
- Wrote summer camp syllabus for annual 10-week summer camp program.

Child Care Worker

Misty Morning Children's Center - Newtown, CT | Sept. 2014 – Aug. 2016

Responsible for the care and education of children of all ages.

Responsibilities included:

- Supervised activities of children
- Provided care coverage in all areas as needed in the role of 'floater'
- Experienced all aspects of an Infant care provider
- Prepared and served meals utilizing provided menus
- Provided children with positive reinforcement
- Provided first aid treatment as necessary
- Maintained order, security and sanitation of the facility
- Performed housekeeping and laundry as required
- Supervised children in everyday jobs
- Maintained complete and accurate daily records
- Implemented behavior modification techniques as instructed
- Responsible for end of day closing of the facility ensuring premises were secure and ready for morning opening

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EXPERIENCE continued

Manager Online Book Sales Business

Wombat Books, LLC | Mar. 2010 – Sep. 2014

- Managed all aspects of online retail book sales
- Provided online and phone based customer service
- Responsible for upkeep of inventory and shipment of books purchased online.
- Database knowledge and management
- Managed business online payment accounts
- Managed coworkers schedules and workload to ensure all daily tasks were completed

Cashier

Home Depot - Wappingers Falls, NY | Sep. 2008 – Mar. 2010

- Help customers with inquiries at the store, helping them find items and meet their needs.
- Process returns for customers.
- Handle phone based inquiries and communicate with customers effectively.
- Ring out purchases for customers and ensure that all are correct and prompt.

REFERENCES: available upon request