

SEAIRRA THOMPSON

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SUMMARY

Operations and administrative coordinator with over ten years running scheduling, records, vendor coordination, and client communication in high-volume, deadline-driven environments. Known for owning recurring processes end to end, keeping records accurate across multiple systems, and executing time-sensitive rollouts without missing deadlines. Seeking a remote coordinator or administrative role.

CORE SKILLS

Operations & Project Coordination • Calendar & Schedule Management • Booking & Reservation Pipelines • Client Communication & Follow-Up • Records Management & Data Reconciliation • Data Entry & Database Maintenance • Process Documentation & SOPs • Vendor Coordination • Compliance & Permit Tracking • Onboarding & Training Support • Cross-Functional Communication • Confidentiality & Discretion • Independent Remote Work

Tools: Google Workspace (Gmail, Calendar, Sheets, Drive) • Microsoft 365 (Excel, Word, Outlook) • Workday • Notion • Asana • Trello • Slack • Zoom • Scheduling & Booking Systems • E-Commerce & Inventory Platforms • AI Assistants (ChatGPT, Claude, Midjourney)

PROFESSIONAL EXPERIENCE

Assistant Manager (Operations) Hollister Co. | Brea, CA Oct 2024 – Jul 2026

- Directed daily operations for a team of up to 100, mapping workflows, prioritizing competing tasks, and driving consistent execution against deadlines.
- Built and managed staffing schedules, coverage, and task assignments, resolving conflicts to keep operations reliably staffed.
- Executed full-store corporate rollouts every two to three weeks, completing each floor-set change within a single day and hitting every deadline.
- Maintained internal records, status reports, and operational documentation supporting planning and cross-department reporting.
- Served as primary point of contact for the team, relaying priorities across shifts and onboarding new staff on standard procedures.

Luxury Beauty Advisor Ulta Beauty | Orange / Cerritos, CA Nov 2022 – Jul 2026

- Scheduled and served an average of 20 clients per day, running the daily booking pipeline and resolving conflicts in real time.
- Advised clients as a consistent point of contact, resolving questions and arranging follow-up.
- Tracked and reconciled records across two internal systems, catching and correcting data discrepancies.
- Organized inventory, replenishment, and product placement in alignment with corporate guidelines.

Jewelry Stylist/E-Comm Specialist Lulu Ave | Westminster, CA Oct 2021 – Oct 2022

- Proposed and implemented a new sales approach for aging online product inventory, increasing sales 20% over one quarter.
- Managed product uploads and listings for the e-commerce platform, keeping the online catalog accurate and current.
- Updated product records and internal systems to keep information consistent across digital platforms.
- Processed transactions and delivered client-facing service with accuracy and attention to detail.

Front Desk Receptionist / Key Holder The Lash Lounge | Laguna Niguel, CA May 2019 – Mar 2020

- Ran scheduling and calendar management for 50+ appointments per week, maintaining a consistent daily flow of clients.
- Handled client communication end to end, including confirmations, reminders, check-ins, and rescheduling.
- Audited the booking pipeline for gaps, conflicts, and double-bookings, adjusting schedules to optimize use of time and staff availability.
- Served as key holder at a second location, trusted with opening and closing responsibilities and cash handling.

- Owned recurring front-desk administrative processes and kept client records accurate.

Youth Activity Coordinator University of California, Berkeley | Berkeley, CA *Feb 2017 – Apr 2019*

- Planned schedules, logistics, and resources for a group of 30 youth, delivering 3 large group events per quarter from planning through execution.
- Tracked program records, attendance, and documentation to support accurate departmental reporting.
- Facilitated communication between departments, staff, and participants to keep everyone informed and aligned.
- Upheld compliance with policies and safety protocols across all activities.

Administrative Assistant Delco Disposal | Los Angeles, CA *Sep 2013 – Jan 2017*

- Coordinated with 65 vendors and processed payments, maintaining accurate records across the payment cycle.
- Tracked and maintained 12 permits and compliance documentation for hazardous materials handling and disposal, monitoring expiration and renewal schedules.
- Managed front-office duties for a 10-person office as first point of contact for vendors, clients, and staff.
- Handled sensitive regulatory and financial documentation with discretion.

CREATIVE EXPERIENCE

Professional Model Natural Models LA & Freelance | Los Angeles / New York *2016 – 2023*

- Walked the runway at New York Fashion Week and modeled for brands including Louis Vuitton and Sephora.
- Collaborated with brands on social media campaigns, contributing to content creation and on-camera brand storytelling.
- Coordinated with photographers, stylists, and creative teams on set across print, runway, and digital work.

EDUCATION

Saddleback College

Associate of Arts, Cinema / Television / Radio Critical Studies — 2026 • Phi Theta Kappa

Associate of Arts, Communication Studies — 2025 • Phi Theta Kappa

Associate of Arts, Social and Behavioral Sciences — 2024 • Graduated Cum Laude

IGETC Certified