



Alexandra Heisser

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Summary

Proactive/enthusiastic individual with diverse experience as a iOS Mobile App Owner, Ambassador, VIP Coordinator, Public Relations/Marketing Manager, Event Coordinator, Administrative Assistant, Training Coach, VIP Client Service Agent, and Personal Assistant to Entertainment VIP with over seven years of professional High Profile Client Interface experience, with true passion for the arts since my first published poem, winning a nationwide contest for youth poetry at the age of ten.

Authorized to work in the US for any employer

Work experience

Notary Public

NotarizeNow and CEO Development Group • Beverly Hills, CA

January 2024 to Present

I work as a Notary Public notarizing Acknowledgements, Depositions, Etc. for a home building company in Beverly Hills, CA as well as for outside clients needing notarizations.

Owner

LITTLE BONES • Westlake Village, CA

June 2020 to Present

Online Jewelry Boutique owner.

I make, sell, and market handmade jewelry through instagram and Facebook Shop.

Amazon Influencer

Amazon.com • Westlake Village, CA

May 2018 to Present

I post my amazon items up on my amazon storefront, tag each item, earn a percentage of the sale.

Accounting Agent

CEO Development Group • Beverly Hills, CA

January 2022 to July 2026

Worked as an Accounting Agent and Manager. Worked with Quickbooks to log all income, invoices and expenses. Worked with taxes and made the payments for invoices for work on homes we are building.

Server/Waiter

Four Seasons Hotel • Westlake Village, CA

February 2015 to May 2021

Waitress in the Lobby Lounge at Four Seasons Westlake Village. 5+ years experience, Part time as Room Service Coordinator.

VIP Personal Assistant

Confidential

August 2016 to December 2019

Working as a VIP Personal Assistant to a high profile individual, my work consists of scheduling appointments, meetings,

working directly with clients, managing day to day, ensuring work/home life run smoothly.

Owner

Fotofreeze, LLC • Westlake Village, CA

May 2016 to February 2019

Owner of Fotofreeze, LLC. I communicated the design process with the engineers, turning this idea into a reality as an iOS application. I funded the App and have part ownership.

Executive Assistant, Marketing Manager, Event Coordinator

BLK Wheels • Westlake Village, CA

June 2014 to January 2017

Coordinator, Marketer, Executive Assistant.

Learning Coach, Administrative Assistant, VIP Coordinator

Four Seasons Hotel • Westlake Village, CA

January 2014 to July 2016

As a Learning Coach, my responsibilities consisted of training our new hire Client Service Agents and Spa Managers on our computer programs, core standards and client interaction etiquette. As an assistant to the Spa Director and Operations Manager, I performed administrative work using Excel to create spreadsheets and schedules for our employees. I created powerpoint presentations for my director's pitches/status updates for higher ups. Quickly promoted to VIP Coordinator. Oversaw our department, problem solved/worked directly/solely with our VIP clients.

Health Club Client Service Agent, Spa Boutique Retail Agent

Four Seasons Hotel • Westlake Village, CA

August 2013 to January 2014

Positive and uplifting face to greet each guest when they first arrive. From there, I would assist the guest whether checking in for treatments/ booking reservations through SpaSoft. I would create spa package bookings as well as assist client's needs. In addition I worked as a Spa Boutique Retail Agent. Used personal experience/research with our top priced skin care products to sell the most amount of sales in 1 day our Spa Boutique had seen in the prior 3 years.

Supervisor

Natural Cafe Inc • Westlake Village, CA

April 2012 to May 2012

Managed Front of House & Back of House, made their schedules, trained our new hires on our computer system for implementing orders, proper phone etiquette and customer service requirements.

Waitress, Restaurant Assistant Manager

Bauducco's Italian Restaurant • Westlake Village, CA

November 2010 to April 2012

High energy, time management, superior knowledge on our computer program, positive attitude, efficient work ethic. Promoted to Restaurant Assistant Manager. Main priority to ensure restaurant was running smoothly, managing inventory & ensuring a positive customer experience.

Educational Aide

Westlake Hills • Westlake Village, CA

September 2007 to June 2011

Worked directly alongside teachers at Westlake Hills Elementary School specializing in Educational Aide for Children with Special Needs, put together courses to interact with/teach the children as I sat before the class each day. At the end of teaching my course, I worked one on one with the children who were in need of extra care/attention. Nothing is more rewarding than contributing to bettering the lives of each child in need of genuine care and guidance.

Pet Care Technician, Supervisor of Activities

Barkley Pet Hotel & Day • Westlake Village, CA

February 2009 to November 2010

On site Certified Pet Care Technician, monitored each animal's wellbeing during their stay. In doing so, I became the Supervisor of Activities and coordinated each employee's activities to ensure a happy and healthy stay for each of the animals.

Education

PR Fundamentals, Image Management, Reporting & Writing, Branding & Marketing (Public Relations and Journalism Certificate)

UCLA • Los Angeles, CA

July 2018 to September 2018

Business Communications (Associate)

Moorpark College • Moorpark, CA

2017

High school

Westlake High School • Westlake Village, CA

2011

Skills

Public Relations **Micros POS** **Customer Service** **Search Engine Optimization (SEO)** **WordPress** **Branding**

Guest Service **Social Media Management** **executive assistance** **iOS Development** **Detail-oriented**

OpenTable **Digital Marketing**

Languages

American Sign Language • Fluent

English • Fluent

Certifications

Certified Learning Coach Certified Learning/Educational Training Coach Four Seasons Hotel.

Certified Educational Aide Certified Educational Aide Specializing in Children with Special Needs

Certified in Public Relations and Journalism & Writing Certified in Public Relation and Journalism & Writing through UCLA.

Certified CPR

Certified Notary Public January 2024 to August 2030

Certified Pet Care Technician Certified Pet Care Technician through VCA Animal Hospital

Publications

Published Poet

Winner of Nationwide Poetry Contest and Published Poet after my poem Horse Ocean was submitted by my 5th grade teacher at the age of ten.