

# STEPHANIE LANTIGUA

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[LinkedIn](#)



## PROFICIENCIES

- Microsoft Office & Google Suite Proficiency
- Social Media (Instagram, Facebook, LinkedIn, Pinterest, & Tumblr)
- Research, Scheduling, & Data Entry
- Organized, Adapted, & Reliable
- Communication, Conflict, & Process Simplification
- Fashion Forecasting & Public Relations
- Customer Service E-commerce & Retail
- Bilingual; Spanish (Intermediate)
- Knowledge in Zendesk & Fashion GPS
- Facebook Social Media Marketing Certificates
- Search Engine Optimization (SEO) & HTML
- Google Project Management Certificates/ Agile Methodologies



## EDUCATION

- **Montclair State University | Montclair, NJ**  
Bachelor of Arts in Fashion Studies, Graduated August 2020
- **Bergen Community College | Paramus, NJ**  
Associate in Arts and Science in Communication, Graduated August 2020



## EXPERIENCE

### Office Assistant | JASPER SPINE INSTITUE

Brick , NJ  
NOVEMBER 2018 – PRESENT

- Part-Time position while attending school full-time.
- Handled office duties like; Scanning, Copying, Filing, Data Entry, and Assigning documents.
- Scheduled, assisted, and informed patients for consultations, procedures, and luncheons.
- Overhauled in office projects as well partnered in other departments (Nurse, Surgery, Billing, and Administrative).
- Organized, planned, and prep for the future plans.
- Balanced high volume emails, assignment, and phone.

### Customer Service Representative | PVH CORP

Bridgewater, NJ  
AUGUST 2017– JULY 2018

- Part –Time position while attending school full-time.
- Provided customer service for PVH's brands; Calvin Klein, Tommy Hilfiger, Speedo USA, IZOD, and Van Heusen.
- Facilitated on PVH's ecommerce sites and retail operations. Interacted with customers through various forms of communications; phone, email, and chat.
- Issued credit, charges, and gift cards/merchandise credit.
- Solved customer inquiries; track orders, UPS/FedEx claims, defective merchandise claims, reward program, warehouse mishaps, and etc.

### SELLING & VISUAL SPECIALIST | NY & COMPANY

JERSEY CITY, NJ  
APRIL 2016 – SEPTEMBER 2017

- Fulfilled retail duties in a high paced sales environment; POS, sales, visual remodels, and inventory management.
- Trained and educated team members on daily & weekly sales goals, promotions, and merchandise.
- Built customer loyalty through professional and welcoming service, styling consultation and advocating the reward program. Delivered in increasing sales, reward sign ups, and repeating customers.

### PRESS CLOSET PR INTERN | BLACK FRAME PR

New York City, NY  
SEPTEMBER 2016 – DECEMBER 2016

- Collaborated in various company's events; Fashion Week, Press Day, parties, and seminars.
- Gathered press clippings (online editorial, celebrity, runway coverage) for clients.
- Maintained the press closet; steamed garments, organized, and managed inventory.
- Outlined international custom forms, prepared shipment, and invitation cards.
- Fashion GPS system (Sends-Outs & Returns & Create Sample).
- Coordinated with Stylist and PR employees on merchandise pulls or editorial and celebrity purposes.