

TAMARA GARZON

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678-516-3458

Roswell, GA 30076

SUMMARY

Motivational leader and organizational problem-solver with advanced supervisory, team building and customer service skills. Experience stepping into roles and quickly making positive changes to drive company success. Focused on using training, monitoring and morale-building techniques to maximize employee engagement and performance.

SKILLS

- Work Planning and Prioritization
- Cost Control
- Project Planning
- Problem Resolution
- Customer Relations
- Accounts Payable and Receivable
- Administration and Reporting

EXPERIENCE

VOLUNTEER MEDIATOR | 01/2024 – 03/2024

Mediation Center of The Coastal Empire- Savannah, GA

- Facilitated the resolution of conflicts administering support in dialogue for mutual understanding
- Guiding parties in navigating towards mutually beneficial solutions
- Drafted and formalized agreements, ensuring clarity, and understanding from parties.

OFFICE MANAGER | 04/2015 to 04/2022

Five Star Plumbing, LLC - Roswell, GA

- Monitored payments due from clients and promptly contacted clients with past due payments.
- Administered payroll and maintained proper documentation of employee personnel.
- Used judgment and initiative in handling confidential matters and requests.
- Interpreted and communicated work procedures and company policies to staff.
- Proposed or approved modifications to project plans.
- Oversaw receiving and organizing correspondence, answering and forwarding calls and creating business letters and records.
- Reviewed files and records to obtain information and respond to requests.
- Remained calm and professional in stressful circumstances and effectively diffused tense situations.

SERVER | 07/2023 to Present

Grana - Dunwoody, GA

- Greeted customers, answered questions and recommended specials to increase profits.
- Maintained open communication and developed positive working relationships with co-workers as well as the management team.
- Trained new employees on restaurant policies and procedures
- Circulated within assigned areas to assess and address customer needs, effectively prioritizing tasks during peak hours
- Maintained a clean and sanitary work environment: duties included sweeping, mopping cleaning and sanitizing tables and common areas.

EDUCATION AND TRAINING

University of Mississippi - University, MS

Psychology

- Completed 30 credits toward psychology degree

Georgia State University- Alpharetta, GA

Psychology

- Anticipated Associates of Arts Degree summer of 2026
- Anticipated Bachelor of Arts Degree 2028

CERTIFICATIONS

- Negotiation Skills: Negotiation and Resolve Conflict, Macquire University - 2022
- Leading Transformations: Manage Change, Macquire University - 2022
- The Art and Science of Relationships: Understanding Human Needs, University of Toronto – 2022
- General Civil Mediation Certification, Kennesaw State University -2023
- Conflict Resolution Certification, Cornell University – 2024
- Probate Mediation Certification, Kennesaw State University -2024