

# Aaliyah Lew

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## PROFESSIONAL PROFILE

Operations and administrative professional experienced in managing the systems, people, and logistics that keep organizations running effectively. Background includes payroll, scheduling, onboarding, regulatory compliance, executive support, records management, vendor coordination, and high-volume communications. Particularly skilled at identifying inefficient processes, building practical systems, and maintaining organization while balancing competing priorities in fast-moving environments.

## CORE SKILLS

Operations Management • Workflow Improvement • Project Coordination • Scheduling • Payroll & Onboarding • Executive Support • Records & Documentation • Team Coordination • Process Improvement • Cross-Functional Coordination • Compliance & Regulatory Support • Vendor & Contractor Management • Operational Problem Solving • People Operations • Logistics Coordination

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## WORK EXPERIENCE

### **Freelancer • Self-Employed • 2021-Ongoing • Remote**

- Combine copywriting, visual design, web development, and brand strategy to approach communications projects from both creative and functional perspectives.
- Maintain an independent multidisciplinary creative practice spanning graphic design, illustration, collage, writing, video, web design, and digital content.

### **Operations Manager • High Five Day Care • 2025 • Sunnyside, NY**

- Directed daily operations for a childcare center serving approximately 120 children and families with a staff of ~25, independently running the location several days each week.
- Balanced front-desk operations, staff supervision, classroom coverage, family communications, records administration, and unexpected issues while maintaining continuity of daily services.
- Developed structured daily task systems to prioritize recurring operational responsibilities and restore administrative processes that had fallen out of maintenance.
- Held primary responsibility for maintaining comprehensive staff and student records, including health and vaccination documentation, background checks, training certifications, timekeeping, PTO and leave requests, medical clearances in compliance with DOH/DOE, family contact information, consent forms, and lesson plans.
- Used Canva to design printed and digital communications including event flyers, calendars, holiday materials, internal signage, and family-facing announcements.
- Managed center purchasing for classroom, craft, cleaning, and operational supplies.

### **Executive Assistant & Event Supervisor • Golden Child Artists • 2023-2025 • NYC, NY**

- Coordinated day-of production for approximately **3 high-end events per month**, including weddings, galas, benefits, and corporate retreats, working alongside venue, planning, entertainment, audiovisual, photography, and production teams.
- Reviewed, updated, distributed, and executed detailed **run-of-show timelines**, coordinating with banquet managers and event planners to adapt programming to real-time changes.
- Coordinated pre-event logistics with venues and clients, confirming sound requirements, performance spaces, setup times, event transitions, and production schedules.
- Managed critical event cues including ceremonies, cocktail hours, speeches, entrances, meals, and milestone dances while keeping performers aligned with changing production timelines.
- Managed back-end administrative operations including talent scheduling, contractor communications, payroll preparation, client correspondence, and executive scheduling.
- Processed complex payroll for performers and contractors by consolidating hours across multiple sources, applying individual rates, travel compensation, raises, and percentage- or commission-based pay structures, and verifying calculations prior to submission.
- Entrusted with extensive independent executive support, including correspondence, scheduling, talent booking, payroll administration, organizational projects, and travel planning.

## **Tour Guide & Visitor Intern • Gaucho Tour Association • 2019-2021 • Santa Barbara, CA**

- Supported a visitor center serving tens of thousands of guests annually, managing phones, tour registrations, calendars, surveys, guide briefings, and information-session preparation.
  - Handled approximately 20–25 visitor calls during four-hour shifts at peak admissions periods while simultaneously supporting front-desk and tour operations.
  - Reorganized academic resources and informational materials to improve accessibility and efficiency for visitor-center staff.
  - Participated in interviewing, selecting, and training new tour guides.
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## **COMMUNITY AND PUBLIC SERVICE**

### **Emergency Advocate • Mount Sinai SAVI Program • 2024-Ongoing • NYC, NY**

- Provided independent, on-call emergency advocacy to survivors of sexual assault and intimate partner violence at hospitals in Manhattan and Queens, frequently covering overnight shifts with limited advocate availability.
- Developed individualized safety plans and connected patients with organizations including the New York State Office of Victim Services, Safe Horizon, SAVI counseling, and medical, legal, housing, and financial resources.
- Completed confidential case documentation following hospital responses and coordinated handoff to hospital social workers for continued support and follow-up.

### **Christmas Elf • Westchester Christmas Dinner • 2014-2016, 2018-2019 • Katonah, NY**

- Volunteered across five annual community Christmas dinners serving approximately 300 disabled, senior, or economically vulnerable guests referred through community centers, youth group homes, halfway houses, senior programs, and disability-serving organizations.
  - Worked within a fast-paced volunteer team to select and organize individualized gifts from large inventories of donated goods within approximately 90 minutes, balancing guest preferences with available resources and program guidelines.
  - Supported guest departure and distribution of large individualized gift packages while helping manage the flow of approximately 300 attendees.
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## **EDUCATION**

### **B.A. in Cultural Anthropology • UC Santa Barbara • 2018-2021 • Santa Barbara, CA**

**3.61 GPA • Four Time Dean's Honors Recipient**

## **TECHNICAL SKILLS**

**Design:** Canva • Adobe Creative Suite • Figma • Procreate • CapCut

**Operations:** Google Workspace • Microsoft Office • Spreadsheets • Schedule & Admin Software • Slack

**Digital:** Webflow • Squarespace • HTML/CSS/JavaScript • Social Media Management

## **LANGUAGES**

**English:** Native/First Language

**French:** Fluent/Second Home Language

**Spanish:** Beginner/Intermediate (more expansive comprehension)

## **REFERENCES**

**Silva Sergenian**, SAFE Program and Volunteer Coordinator || (646) 629-1471

**Jayne Reimel**, Events & Comms Coordinator UCSB || jreimel3@gmail.com

**Bobby Attiko**, CEO of Golden Child Artists || (646) 299-3611