
MOZA RICHIE

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PROFESSIONAL SUMMARY

Dynamic professional with a strong foundation in customer service, operations, and team leadership, seeking to transition into a Human Resources role. Experienced in managing employee relations, streamlining processes, and maintaining compliance with organizational policies. Proven ability to handle sensitive information with confidentiality, foster collaboration across teams, and resolve conflicts effectively. Equipped with excellent communication, analytical, and problem-solving skills to support employee development and enhance workplace culture. Currently pursuing an MBA to strengthen expertise in HR practices further and contribute to organizational success.

EDUCATION

MBA: Business, Expected in 06/2025

Seattle University - Seattle, WA

Bachelor of Arts: Psychology, 05/2024

California State University - Northridge - Northridge

- cum laude graduate

CERTIFICATIONS

Microsoft Office Specialist: Excel Associate (Office 2019)

SKILLS

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|--|----------------------------|
| • Written and Verbal Communication | • Interpersonal Skills |
| • Time Management | • Attention to Detail |
| • Critical Thinking | • Learning Agility |
| • Employee Relations and Conflict Resolution | • Training and Development |
| • Data Analytics and Reporting | |

WORK HISTORY

Server, 06/2023 - 07/2024

Maggianos Little Italy – Woodland Hills, CA

- Streamlined operational processes by accurately managing the POS system, ensuring precise billing and seamless data reconciliation.
- Built strong client relationships by delivering exceptional service, resulting in repeat customers and increased satisfaction scores.
- Ensured compliance with health and safety regulations, maintaining a safe environment while upholding organizational standards.
- Collaborated with cross-functional teams, including kitchen staff, to address special dietary needs and ensure personalized customer experiences.

Customer Service Representative, 08/2021 - 12/2021

Trophies2Go – Renton, WA

- Executed high-volume order processing with precision, managing data across platforms while maintaining 100% accuracy in order details.
- Optimized workflows by identifying process inefficiencies, leading to improved operational efficiency and customer satisfaction.
- Supported cross-departmental collaboration to manage order fulfillment, ensuring timely delivery and quality assurance.
- Maintained meticulous records for reporting and audit purposes, safeguarding sensitive customer data and

operational integrity.

Corporate Receptionist, 03/2020 - 10/2020

Amazon Headquarters – Seattle, WA

- Ensured compliance by administering and tracking NDAs for campus visitors, maintaining strict confidentiality and regulatory adherence.
- Enhanced organizational efficiency by creating and managing filing systems, enabling quick retrieval of records and improving document workflows.
- Handled high communication volumes, managing 60+ daily calls and 300+ weekly emails while maintaining professionalism and accuracy.
- Prepared detailed reports and supported HR operations by maintaining updated contact lists and confidential records.

Supervisor, 01/2016 - 03/2020

United States Air Force, USAF – Tacoma, WA

- Directed and mentored teams of diverse personnel, improving performance through coaching and fostering a collaborative environment.
- Developed and implemented operational schedules, ensuring alignment with organizational goals and efficient resource allocation.
- Resolved complex conflicts using mediation and active listening skills, fostering a positive and productive workplace culture.
- Utilized Microsoft Office Suite to enhance operational reporting and streamline data management processes.