

MIGENA RAMADANI

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Professional Summary

Dynamic and results-driven manager with extensive experience in customer service, team leadership, and operations management. Proven ability to train and develop staff, streamline processes, and solve complex problems to improve overall operational efficiency. Dedicated to fostering positive relationships with excellent communication by ensuring the delivery of high-quality service that exceeds customer expectations.

Education

Bachelor of Arts, Communication

Indiana State University – Terre Haute, IN

Expected December 2025

Languages

Albanian (fluent)

English (fluent)

Leadership Experience

American Marketing Association (AMA)

April 2025-Present

Executive Board

- Vice President of Media and Marketing

Professional Experience

New Day Café, Terre Haute, IN

Manager

May 2022-Present

- Monitor team productivity and performance to support goals.
- Utilize strong analytical and problem-solving skills to address operational issues.
- Oversee daily operations, monitoring a team of up to 15 members and performance to ensure goals are consistently met.
 - Responsible for creating and managing staff schedules to ensure optimal coverage, while also handling various administrative tasks and running errands to support daily operations.

Hostess/Waitress

January 2018-2022

- Facilitated seating guests, managing the wait list, as well as answering phone calls in a busy environment.
- Demonstrated excellent customer service skills while working in a fast-paced environment.
- Managed multiple tasks simultaneously while maintaining high quality standards of service.

Wabash Valley Community Foundation

Lily Endowment Intern

May 2025-Present

- Strengthened office, leadership, and networking skills by assisting with communications projects and outreach efforts.
- Conducted stakeholder surveys via email and phone to gather information for the "Legacy Album" project.
- Updated and maintained website content to enhance user experience and ensure information accuracy.