

Jessica Mango

Customer Service / Administrative Support

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Summary

Detail-oriented professional experienced in communicating with internal and external partners, maintaining accurate documentation, coordinating time-sensitive information, and supporting multiple priorities. Strong written and verbal communication, problem-solving, follow-up, and organizational skills, with previous receptionist experience handling incoming calls and assisting visitors.

Skills

Microsoft Office Suite · Customer & Partner Communication · Administrative Support · Documentation · Data & Information Tracking · Written & Verbal Communication · Problem-Solving · Attention to Detail · Follow-Up · Time Management · Multitasking

Experience

Deja Bleu L.L.C

Sep 2023 – June 2026

Merchandising Assistant · NJ

- Prepared and maintained detailed records, supporting materials, and project information with a high level of accuracy.
- Managed ongoing updates and revisions while ensuring project information and files remained accurate and organized.
- Created and organized presentation materials, line sheets, and documentation for customer and buyer appointments.
- Communicated with overseas partners regarding revisions, timelines, follow-up needs, and product delivery.

DFA / Design for All

Jan 2022 – May 2023

Associate Designer · NYC

- Supported the design director with project coordination, research, documentation, and administrative follow-up across multiple product lines.
- Created and maintained detailed line sheets and supporting documentation used by overseas offices for development and costing.
- Communicated daily with external partners to provide updates, clarify information, and follow projects through completion.

Woodland Trading, Inc.

Apr 2017 – Dec 2021

Merchandising Assistant · NYC

- Worked cross-functionally with design, sample, and sales teams to ensure projects met customer requirements and specifications.
- Coordinated project schedules, communicated priorities, and followed up on deadlines with internal team members.
- Prepared detailed digital documentation to support project execution and communication with external partners.

Big Idea Brands L.L.C / Flow Society

January 2012 – January 2013

Receptionist · NYC

- Answered incoming phone calls and transferred callers to the appropriate associate.
- Greeted visitors and directed them to the appropriate associate or location.

Education

Bachelor of Arts, Fashion Design, Minor in Business, Centenary University · GPA 3.7 · Sep 2008 – May 2012