

# Hope Raifer

516-732-3004 | hoperaifer@gmail.com | Plainview, NY

## Summary

Passionate, Motivated, and Driven. Excellent communication skills, Close attention to detail, and high delivery standards. Works well under deadline pressure. Collaborates well with team members. Goal-oriented.

## Education

### State University of New York College at Oneonta | Oneonta, NY

Music Industry | 05/2021

- Bachelor of Arts Degree in Music Industry
- Platinum Leadership Education and Development Status
- Alpha Phi Omega Community Service Fraternity

## Experience

### The Jacket

Bartender | 09/2025 - Present

- Ensure a positive guest experience through professional and attentive service.
- Process cash and card transactions accurately using POS systems.
- Maintain compliance with venue, safety, and alcohol regulations.
- Communicate effectively with team members during busy service periods.

### Brice & Wen Presents | New York, NY

On-Site Event Coordinator | 02/2024 - Present

- Demonstrate reliability by consistently arriving early to oversee setup and address issues before events begin.
- Manage guest check-in and assisted with on-site purchases
- Ensure proper guest access by verifying credentials and directing patrons to appropriate seating and viewing areas.
- Address guest questions and concerns promptly to ensure satisfaction.

### OPTUM Long Island Pediatric Ophthalmology and Strabismus

Patient Care Coordinator and Medical Assistant | 03/2022 - 12/2024

- Maintained strict confidentiality of patient information, adhering to HIPAA regulations and medical office policies.
- Coordinated patient scheduling, check-in, check-out, and payments for billing for over 100 patients daily.
- Performed preliminary ophthalmic testing and accurately documented results.

### New York Racing Association | Queens, NY

Human Resources Assistant | 09/2021 - 03/2022

- Supported managers and employees by providing guidance on company procedures, maintaining updated records, and coordinating internal communications.
- Provided assistance to employees with FMLA, DBL, PFL, and additional leave-related forms and documentation.
- Enhanced onboarding experience for new hires by creating comprehensive orientation materials and training programs.
- Administered compensation, benefits, and performance management systems at the supervisor's direction.

### Lauren Jauregui Update Account | Remote

Social Media Account Manager | 05/2018 - 07/2021

- Planned and published timely music news, release updates, and tour announcements.
- Built an engaged audience through consistent posting and real-time updates.
- Demonstrated strong understanding of music release cycles, tour promotion, and fan culture.

### First Track Entertainment | Remote

Social Media and Marketing Team Lead | 12/2020 - 05/2021

- Managed meeting logistics, including scheduling, materials, and participant coordination.
- Created comprehensive marketing materials, including press releases, EPKs, and social media content to support client promotion.
- Adjusted posting strategy based on analytics and audience response.