

Shaina Raphael

shainaaraphael@gmail.com | (954) 300-6001 | Fort Lauderdale, FL

Detail-oriented administrative and operations professional with experience supporting inventory workflows, office coordination, and data-driven process improvement across concurrent roles. Skilled in communication, organization, and maintaining accuracy in fast-paced environments. Adept at managing multiple responsibilities while delivering reliable, high-quality results.

WORK EXPERIENCE

Ivory Chapters | Inventory & Operations Lead

Mar. 2025 – Present

Pompano Beach, FL

- Oversee inventory accuracy and product flow, ensuring seamless availability and supporting overall company performance.
- Support vendor relations and shipment intake, conducting quality checks and resolving discrepancies to maintain smooth supply chain operations.
- Provide operational insights by monitoring stock trends and communicating needs to management, influencing purchasing and replenishment decisions.

Renewed Vital Care | Administrative Operations Assistant

June 2023 – May 2026

Coral Springs, FL

- Manage scheduling, records, and correspondence to ensure smooth clinic operations while maintaining strict HIPAA compliance.
- Serve as the first point of contact, assisting patients with appointments, documentation, and urgent requests with empathy and discretion.
- Coordinate with providers and external agencies, streamline office workflows, and maintain accurate billing, insurance, and appointment records.

Florida International University | Student Study Coach Intern

August 2025 – May 2026

Coconut Creek, FL

- Reinforced secure coding practices and input validation techniques while guiding students through hands-on exercises.
- Developed structured study strategies that helped students approach programming assignments with clarity and efficiency.
- Translated complex programming concepts into clear, beginner-friendly explanations that improved student confidence and retention.

EDUCATION

Broward College

Dec. 2026

Bachelor of Science: Cybersecurity & Ethical Hacking

Fort Lauderdale, FL

PROJECTS & SKILLS

Projects:

January 2025 – June 2025

○ Mobile App Deployment & Backend Infrastructure | Apprentice, *Somebotty*

- Shadowed and assisted in deploying full-stack mobile application using Railway, with Node.js backend and MongoDB database.
- Troubleshoot deployment issues related to Railway environment inheritance, raw editor overrides, and config drift.