

ET 326603

PROFESSIONAL SUMMARY

Organized administrative professional with hands-on experience supporting business areas such as accounting, database management and human resources. Collaborative team player with strong communication, decision-making and time management abilities.

CORE QUALIFICATIONS

- Computer proficient
- Self-directed
- Ability to prioritize
- Results-oriented
- Strong organizational skills
- Microsoft Office
- QuickBooks
- ConnectWise
- AR/AP
- Schedule management
- Bi-lingual (Spanish)

EXPERIENCE

05/2015 to 03/2018 Firm Administrator (Remote-NYC)
REDIANT — Miami, FL

*REDIANT is an IT Service Provider for Medium to Small Businesses. They provide technical support for computers and other related hardware.

Executive Assistant

- Reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information; initiating telecommunications.
- Schedule maintenance and meeting/conference coordination.
- Arranging company Lunch Meetings.
- Monitor and filter relevant/time sensitive emails in executive's inbox.

Finance

- Acts as liaison with banks on line-of-credit and accounts.
- Collections process with clients.
- Liaison with Accounting Task Force.
- Process all vendor bills in a timely manner.
- Classify and record credit card transactions into QuickBooks.
- Monitors account balances and related financial activity.

H/R

- Process payroll (run payroll, adding & terminating employees) in a timely manner.
- Monitor Paid Time Off System (reviewing PTO requests).
- Human Resources on-boarding Process (I-9, W-4, Offer Letter, Insurance...).
- First Point of Contacts with all insurance coverage.
- Create and monitor new job postings as needed.
- With proper direction, coordinates and monitors all approved human resource interviews to assure effectiveness and timeliness.

Marketing

- Creating client email blasts/General announcements as needed.
- Content maintenance for company website.
- Content maintenance for social media sites/Google.

Sales/Service Desk

- Client Agreement Billing/Monthly Agreement Audits and maintenance.
- Time Entry Invoicing.
- Monitor and process Client equipment warranties.
- Processing and Billing of Sales Orders and Sales Quotes, and Projects. Order Equipment/Software for clients as needed.
- Create and process purchase orders as needed.
- Creating New Tickets, and communicate all relevant information.
- Answering the phone, transfer clients to the right engineer and providing quality customer service.
- Coordination and Scheduling of onsite client visits.

03/2013 to 05/2015 Account Manager/Executive Assistant

South Florida Bakery — Miami, FL

- New product development for key accounts
- Monitor markets trends and competitive activity
- Manage customer complaints
- Generate weekly sales reports for key accounts
- Monitor product quality at store level
- Create sales presentations as needed for meetings
- Coordinate training workshops for new products at store level
- Travel and event arrangements
- Calendar Management
- Project Management and conduct research
- Monitor, screen, and respond to and distribute incoming communications

04/2004 to 01/2013 Procurement, Sales, Marketing

Monel, Inc — Miami, FL

- Performed detailed reviewed of high and low performing products.
- Diversified product selections.
- Researched competitors and sourced new vendors.
- Assisted managers in developing promotions to move existing stock.
- Developed highly empathetic client relationships and earned reputation for exceeding sales goals.
- Designed and suggested new display ideas to improve accessibility to merchandise.
- Managed quality communication, customer support and product representation for each client.
- Attended local, regional and national trade shows for product development training as defined by territory needs.
- Created an official company page on Facebook to facilitate interaction with customers.
- Designed and created marketing collateral for sales meetings, trade shows and company executives.
- Managed marketing campaigns to generate new business and to support partner and sales teams.
- Coordinated pre-show and post-show activities at trade shows.

EDUCATION

Television & Film Production

Art Institute of Ft. Lauderdale — Ft. Lauderdale, FL