

PROFESSIONAL EXPERIENCE

Office Assistant for a Recreational Center

- Provide assistance with member registration
- Handle cash, check and credit card transactions; Generate end-of-day reports
- Prepare various reports and presentations for supervisor
- Customer service; Answer and screen incoming calls; Assist visitors with inquiries
- Respond to requests for information or services via telephone or email
- Assist programmers with administrative duties
- File, copy, data entry and other general clerical tasks
- Create PowerPoint presentation of and for events, created an onboarding presentation
- Proofread monthly Herald magazine
- Work at city related events when required

Office Manager for a pipeline company

Office Management:

- Senior person, accountable for maintaining a professional work environment, front office staff supervision and administrative support
- Shouldered a variety of responsibilities, such as, managing accounting functions, expense reports, allocating work assignments, purchasing office supplies
- Oversaw projects and met deadlines using oral, written communication skills and multitasking abilities

Human Resources:

- Administered and reviewed all hiring documents
- Managed background checks, drug and alcohol tests, compensation, benefits, unemployment issues and performance management systems.
- Provided employees with information regarding policies, job duties, working conditions and employee benefits
- Ran background check using SentryLink, DISA, e-Verify

Payroll:

- Assigned an ID number and entered all pertinent information into Alliance payroll system for new employees
- Processed bi-weekly payroll from start to finish ensuring timely payment. This included timecard computations – regular and overtime, wage computations, coding and posting payroll data, calculated and logged vacation time, processing statutory and voluntary deductions – garnishment, child support deduction, etc., verifying and transmitting payroll to Alliance for processing the employee's direct deposits to the bank
- Ran payroll pre and post reports
- Converted payroll iif file to an Excel spreadsheet to be uploaded file to QuickBooks
- Worked with other departments, including accounting/finance to ensure proper reconciliation and payroll tax reporting

Billing:

- Used QuickBooks to create invoices to bill for the company's services to various customers either electronically or by hard copy
- Signed contracts with quotes, information provided by Project Managers and Field Technicians are used to create invoices
- Daily reports were reviewed to ensure that customers were billed accurately
- QuickBooks reports were run weekly to monitor each customer's balance

Occupational Qualification (OQ) administrator:

- Set up and assigned required courses for employees, such as OSHA and pipeline safety courses
- Communicated with OQ providers such as Veriforce, ISNetworld, Gajeske, NACE, NCCER, AAS, Safety Shorts by Smith System
- Utilized Midwest Energy Association to train, track, test, and document employees training

Miscellaneous Duties:

- Expense Reports – reviewed purchase transactions for compliance, verify with bank statements, enter GL codes for each transaction, record missing receipts
- Created forms in Excel, Word and Adobe for internal use to streamline processes
- Formatted clients survey documents and final data of completed projects for printing
- Reorganized company's filing system and created a logging system

Executive Assistant for a roofing company

- Assisted with the startup of a new business
- Created and reviewed expense reports and invoices
- Created contracts for new projects and settlement sheets
- Assisted General Superintendent with overseeing workflow and project schedule
- Oversaw customer file management / contact database
- Updated project management schedule as projects progressed
- Created Excel spreadsheets to track projects expenditures
- Managed Account Payables / Account Receivables (Quicken)
- Administered marketing and advertising strategies
- Managed the owner's calendar - scheduled meetings and made travel arrangements
- Office management – ordered office supplies and kept inventory

Office Manager/Executive Assistant for a payment processing and services company

- Coordinated a \$1.8 million expansion of operations office from a 10,000 sq. ft. facility in College Point, N.Y. to a 50,000 sq. ft. facility in Long Island City, N.Y. in March 2009
 - Ensured the transition of all departments
 - Revised floor plan for the Long Island City facility, assigning 114 employees to new work areas
 - Synchronized the activation/deactivation of services and utilities (i.e., leasing contracts, security, HVAC, electricity, water, etc.)
 - Contracted and supervised moving agency
- Served as on-site liaison and point of contact with vendors and property management
- Worked on several projects with the Director of Compliance
- Handled and resolved daily escalated client services issues including but not limited to delayed funding, billing errors, etc.
- Assisted the retention department in the effort of reducing the number of merchants that attempted to cancel their services
- Designed the evacuation floor plan
- Responsible for calendar management, including the coordination of meetings and weekly travel arrangements for the COO
- Created and reviewed expense reports; screened and directed incoming calls to the appropriate department; monitored attendance and automated time reports; reviewed invoices for payment; wrote/drafted routine correspondence
- Enforced company policies and procedures, making decisions on specific operating problems and issuing instructions
- Maintained inventory of office/kitchen supplies
- Operated, cleaned regularly, and recommended to the IT Department maintenance needs for all office equipment
- Supervised front desk, security personnel, and external custodial service

Office Manager/Executive Assistant/Sales Coordinator for a poultry company

- Led a \$250K expansion of Dallas Sales and Marketing Department from an 11,139 sq. ft. to 28,850 sq. ft. space, including construction, floor plan, furniture and relocation of employees
- Oversaw operations for an office of 100+ employees, supervising administrative staff, maintaining administration budget, organizing in-house events, and monitoring inventory of supplies and equipment
- Served as on-site liaison and point of contact with vendors and property management, negotiating the best service and quality for company
- Researched and processed customers' commissions, payment commitments, write-offs and deduction collections
- Managed security access for the office and garage
- Worked closely with Sales to resolve customers' issues
- Performed administrative tasks as requested by EVP and SVP
- Worked closely with onsite IT personnel assisting with support for employees' cell phones/Blackberries, computers and office phones requirements

E D U C A T I O N

BACHELOR OF ARTS AND SCIENCE IN COMMUNICATIONS — Dallas Baptist University, Grand Prairie, Texas
ASSOCIATE OF APPLIED SCIENCE IN BUSINESS MANAGEMENT — Brookhaven College, Farmers Branch, Texas
CERTIFICATES IN MANAGEMENT & VISUAL COMMUNICATION — Brookhaven College, Farmers Branch, Texas