

OFFICE MANAGER - 40+ HOURS PER WEEK

Professional Summary

Human Resources/Office Manager with 4-years background in employee management, hiring, computer training and benefits. Highly detail-oriented and organized. Works well in a team setting and alone. Very self-motivated and results-driven with strong communication, analytical, problem solving, reasoning skills and data entry. Highly enthusiastic and goal oriented.

Licenses

- CNA License - NA0010346149
- CPR Certification
- BLS - Basic Life Support
- In process of earning my Electrocardiogram certification through AMCA
- In process of earning my Phlebotomy certification through AMCA

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Skill Highlights

- Hiring and retention
- Training and development
- Employee relations
- New hire orientation
- Client relations specialist
- Focused on customer satisfaction
- Scheduling
- Deadline-oriented
- Personnel records maintenance
- Recruiting
- Compensation/payroll
- Skilled multi-tasker
- One-site, Tenant Tracer, ADP Payroll, QuickBooks, Microsoft Word and Excel software proficiency
- Training and development

Professional Experience

Office Manager - 40+ Hours per week

May 2015 to November 2016 Company Name - City, State

QuickBooks Experience, MS Office, Word, Excel & Internet and database searching. Data entry and work processing skills with a high level of accuracy, and the ability to proofread and verify information. I interacted effectively with the public. Maintained confidentiality of records and all information. Dealt with the Texas Workforce Commission (TWC) and also the Department of Aging and Disability Services (DADS) and NACEES. Signed students for desired classes. Managed front office along with annual reporting and daily customer needs. Responsible for money and bank deposits and answering all calls. Also took payments for the VA, MYCAA and DARS. I was also an assistant instructor for CNA. Recruited and interviewed applicants for positions available. Managed I9/W2. Advised managers on organizational policy matters and recommend needed changes. Conducted new employee orientation to foster positive attitude toward organizational objectives. Identified staff vacancies and recruited, interviewed and selected applicants. Served as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems. Developed, implemented and monitored programs to maximize customer satisfaction.

Leasing Specialist - 40+ Hours per week

January 2014 to May 2015 Company Name - City, State Worked with operations department for rental inventory. I handled all leasing reports which includes preparing reports to be presented at weekly meetings, greeted prospective residents, answered all calls and inquiries, facilitated resident service requests, handled background check/credit checks, money and bank runs. I handled most move-ins and also bank/corporate audits.

Administrative Assistant/Office Manager - 40+ Hours per week

January 2013 to September 2013 Company Name - City, State

Managed and helped barista managers with ordering supplies, hiring new employees, termination of employees, out of town trips and opening up new coffee stands. Bi-Weekly payroll using ADP, key holder, daily bank runs, general payables (bills), working close with CEO and president of Baristas Coffee Company Inc. I also helped with reports, acquisitions, leases and sales, reviewing resumes, contacting candidates, screening perspective candidates, interviews and managing some training. I worked daily with excel spreadsheets including creating new spreadsheets.

Barista/Office Manager - 40+ Hours per week

March 2012 to December 2012 Company Name - City, State Managed 6 employees, interviews, hire and termination. Bi-weekly payroll using ADP payroll System, key holder, daily bank runs and bank deposits, sales and marketing for the coffee stand. Open and closing the stand, weekly supply ordering, create weekly work schedules, train and work with new hires. Serve customers on daily basis with fresh coffee, specials of the day and snack. Created excel spreadsheets to track sales.

Retail Apparel Associate

March 2010 to March 2012 Company Name - City, State Cashier, merchandising shoes, all apparel from the stock room to the sales floor, worked the truck every other day with new product. Reworked the sales floor for daily presentation. Daily customer service, open and close the store, managed the fitting room/key holder.

Education and Training

License/Certification : Electrocardiogram, 2016 Elite Nurse Aide Training - City, State, USA March 2016 to present. Currently enrolled

License/Certification : Phlebotomy, 2016 Elite Nurse Aide Training - City, State, USA March 2016 to present. Currently Enrolled.

License : Certified Nurse Aide, 2015 Elite Nurse Aide Training - City, State, USA

High School Diploma : General Studies, 2010 Federal Way High School - City, State, USA

Personal Information

- Place of Birth: Des Moines, WA
- Date of Birth: 18th of February, 1992
- Present Resident in Federal Way, WA
- Sex: Female
- Status: Married no children
- Hobbies: Sports, Movies, Hiking, Working out

Skills

- Professional and friendly
- Careful and active listener
- Strong public speaker
- Multi-tasking
- Accounts Payable/Receivable
- Customer Service
- Customer Satisfaction
- Patient-focused care
- Time management
- Detail-oriented
- Effectively interacts with patients and families.
- Software Knowledge in QuickBooks, One-site, Tenant Tracker, ADP Payroll System, Microsoft Word, Microsoft Excel

Additional Information

Volunteered with Habitat for Humanity