



PROFESSIONAL PROFILE

Ability to provide detailed customer service, manage office operations, assist as office coordinator, train and educate new hires, and able to provide consultation and counseling. Excellent verbal and written communication skills, able to communicate in English and Spanish. Knowledge of the following software applications: Microsoft Word, Excel, Outlook, and QuickBooks. Organized, self-motivated, strong leadership skills, and able to multi-task in a fast pace environment.

EXPERIENCE

11/06 – Present **Operations Manager** **Start Chemical – Kane America, Inc., Miami, FL**
-Managed office operations in the USA, communicated all updates to the Board of Directors of the parent company in Brazil. Responsible for maintaining inventory of hair care products and hand soaps, as well as updating accounts payable and receivable. Provided accurate financial reports such as: budgets, profit and loss statements, balance sheets, outstanding invoices, income and expense accounts, physical inventory and system inventory.
-Responsible for coordinating the transportation of incoming and outgoing shipments. Resolved issues with shipment delays and FDA inspections.
-Contacted clients and distributors by following up on pending sales and purchase orders. Ability to process all invoices in a timely manner and distribute promotional material requested by clients such as brochures, samples and price sheets, etc.
-Administrative duties include: arrange meetings, book reservations for hotels, car rentals and air flights, prepare letters, faxes, take meeting minutes, make copies, scans important documents overseas, maintain close relation with the accountant, pay outstanding bills, reconcile bank statements, maintain office supplies; and maintain control of purchase orders and invoices using QuickBooks software, communicate and maintain daily communication with buyers and vendors.

07/04– 10/06 **Account Executive / Human Resources** **AppleOne Employment Services, Miami, FL**
-Developed client relationships and built rapport. Recruited applicants and potential employees and followed up by interviewing, testing, and screening applicants to match skills with the client’s specific job requirements. Accepted and reviewed candidate’s applications for accuracy, and assigned interviews with the recruiters, and placed applicants in jobs assignments for temporary or permanent positions. Increased sales and services by contacting new and existing clients.
-Coordinated recruiting events on site to increase applicant’s availability. Processed employee payroll and timesheets. Wrote status reports to update employee progress.
-Administrative duties include: writing letters, faxes, update posted jobs on the websites, made copies, scans, and completed interview and evaluation form packets daily. Also helped applicants write effective resumes.

06/03 – 07/04 **Administrative Assistant** **Career Xchange, Miami, FL**
Assisted the President and Vice President of Kislak National bank by preparing letters, faxes, recorded meeting minutes, made copies, scans and sent promotional brochures to customers, sent e-mails to potential customers and home-owners condo insurance, processed insurance loan documents, processed loan disbursement checks, created Excel spreadsheets with client contact information, and sent letters for upcoming events, prepared promotional materials for trade shows and memos.

04/01- 06/03 **Foreclosure Consultant** **Chavarria & Associates, Miami, FL**
Daily activities included consulting homeowners by offering solutions to avoid foreclosure. Created and presented plans and services to prospective clients. Negotiated with banks and mortgage companies to meet customer's financial budget. Managed and traced negotiation efforts. Established relationships with real estate agents, attorneys, loan officers, and bank underwriters in order to find alternative ways for clients to restore their home mortgage from foreclosure proceedings.

EDUCATION

Bachelor of Art, Trinity International University, Miami, FL, 2003

Major - Interpersonal and Group Communication

Special Skills: Group Communication, Counseling, Consulting, and Training.

Related Courses:

Financial Institute of FL	- AB-1 Appraisal Course, 2007
ERJ Institute	- The Character of a Leader, 2006
	- Leaders that Overcome, 2006
Gold Coast	- Health and Life Insurance, 2003
TransContinental	- Loan Processor/Mortgage Processor, 2003