**Career Objective**

Administrative position with growth-oriented company offering opportunity for advancement and professional development. Secure the position with opportunity for professional growth.

**Summary of Qualifications**

Administrative professional offering excellent communication and computer skills. Meets deadlines and works with a high level of multicultural awareness and adaptability.

Experienced Office Manager with a strength in managing multiple projects simultaneously and fostering a cohesive staff.

Talented administrative professional with background in accounting and finance. Extensive knowledge of AR/AP, Microsoft Excel and QuickBooks software.

**Skills**

* Critical thinking
* Project planning
* Attention to detail
* Filing and data archiving
* Invoice processing
* Multi-line phone proficiency
* Advanced clerical knowledge
* Payroll
* Professional phone etiquette
* Excellent communication skills
* Accounts payable specialist
* Expertise in invoice and payment transactions
* Account reconciliation
* Exceptional organization
* Superior attention to detail
* Intuit QuickBooks experience
* Cornerstone experience

**Experience**

**\*Chiquita Animal Hospital,** Cape Coral, Fl 2016 to 04/05/2017

***Receptionist***

 Answering phones.

 Demonstrated use and care of merchandise.

 Greeted clients and ascertained client's needs.

 Checking in and ringing out clients for appointments.

 Making appointments for routine visits to surgeries.

 Filling out medication refill requests.

 Loading Rooms.

 Completed all point of sale opening and closing procedures, including counting the contents of the cash register.

 Running end of day accounts/ making deposit.

**\*JCPenney,** Cape Coral, Fl 2014 to Present

***Customer Service Associate/ Support Team***

 Answered questions regarding the store and its merchandise.

 Demonstrated use and care of merchandise.

 Greeted customers and ascertained customers' needs.

 Stocked shelves and supplies and organized displays.

 Organized racks and shelves to maintain the visual appeal of the store.

 Ran markdown reports, managed store replenishment and analyzed buying reports.

 Assembled promotional displays, including quarter and full-size point of purchase displays.

 Planned and coordinated the availability of products for advertising and promotion purposes.

 Loaded and unloaded merchandise using a ladder and pallet jack.

 Operated a cash register for cash, check and credit card transactions with 100% accuracy.

 Priced merchandise, stocked shelves and took inventory of supplies.

 Completed all point of sale opening and closing procedures, including counting the contents of the cash register.

 Responsible or pricing and signing

 Worked with the management team to implement the proper division of responsibilities

 Door to Floor

 RFID scans

**\*Queen Of Clean**, St. Augustine, Fl 2008 to 2013

***Owner***

Residential and Commercial Cleaning

 •Managed client relations. Negotiated and prepared bids.

 Prepared program operating budgets, budget reports and other financial performance reports.

 Analyzed contract performance for bids, budgets and forecasts.

 Developed methods to establish and clarify customer objectives.

 Completed and mailed bills, contracts, policies, invoices and checks.

 Assigned tasks to associates, staffed projects, tracked progress and updated managers, partners and clients as necessary.

  Supervised the cleaning, maintenance and care of building and grounds.

**\*Auggie Doggs**, St. Augustine Beach 2005 to 2008

***Bar Manager/ Bartender***

 Maintained updated knowledge of all menu items, specials, liquor brands, beers and non-alcoholic selections.

 Routinely checked identification of patrons purchasing alcoholic beverages.

 Maintained a consistent, regular attendance record.

 Expertly prepared both alcoholic and non-alcoholic beverages using correct techniques, liquid measurements and garnishes.

 Set up bar for operation, obtained cash bank and stocked the service bar.

 Set up storeroom and work areas to allow easy access to stock items.

 Accurately recorded sales, made correct change and prepared charge slips for guests.

 Effectively and calmly resolved situations with intoxicated guests.

 Carefully followed alcohol awareness procedures for preventing intoxication and dealing with intoxicated guests.

 Followed bar recipes to deliver consistent drink quality, control costs and maximize guest satisfaction.

 Entered orders into the computer system quickly and in proper sequence.

 Completed regular bar inventories and daily requisition sheets as requested.

 Actively promoted a cooperative and harmonious working climate to boost morale, productivity and efficiency.

 Adeptly retrieved orders from storeroom.

 Stored back-up supplies needing refrigeration for later use.

 Regularly cleaned and sanitized the bar area, beer lockers, refrigeration and storage areas.

 Consistently monitored guest consumption of alcohol and appropriately intervened as needed.

 Carefully organized liquors, fruits, glassware, linen, silverware, paper supplies and sundries in designated areas.

 Operated and maintained all equipment and utensils in accordance with guidelines and safety procedures.

 Wiped down counter areas, sinks and floors to maintain a clean and safe work station.

 Accurately counted and provided change as necessary.

 Consistently exhibited a calm demeanor during periods of high volume or unusual events to keep store operating smoothly and set a positive example for the shift team.

 Received and unloaded incoming shipments.

  Conducted product inventory.

**\*God's Little Acre**, St. Augustine, Fl 2005 to 2007

***VPK Assistant***

Provided administrative support including filing, word processing, supplies, inventory, printing curriculum, assisted in all aspects of the center. Outreach and Episcopal experience

**\*Davis Precast Septic and Concrete**, St. Augustine, Fl 2001 to 2004

***Administrative Assistant***

 Composed effective accounting reports summarizing accounts payable data.

 Posted receipts to appropriate general ledger accounts.

 Monitored payments due from clients and promptly contacted clients with past due payments.

 Reconciled discrepancies between accounts receivable general ledger account and accounts receivable trial balance account.

 Researched and resolved accounts payable discrepancies.

 Balanced monthly general ledger accounts to accurately record cost and month end accruals.

 Reconciled vendor statements and handled payment complaints or discrepancies.

 Reviewed all expense reports for accuracy and proper expense disclosure.

 Supervised invoice processing, purchase orders, expense reports, credit memos and payment transactions.

 Maintained a clean reception area, including lounge and associated areas.

 Greeted numerous visitors, including VIPs, vendors and interview candidates.

 Opened and properly distributed incoming mail.

 Answered and managed incoming and outgoing calls while recording accurate messages.

 Managed office supplies, vendors, organization and upkeep.

 Ordered and distributed office supplies while adhering to a fixed office budget.

 Planned and coordinated logistics and materials for board meetings, committee meetings and staff events.

 Negotiated prices, terms of sale and service agreements.

 Wrote sales slips and sales contracts.

 Prepared and followed up on permitting

 Recommended merchandise to customers based on their needs and preferences.

  Experience with Quickbooks

**Education**

**Florida Technical Institute**

AA in PsychologyDecember 2016

BA in Psychology March 2019

**St. Augustine High School,** St. Augustine, Florida *1988*

*H.S. Diploma*