



Performance-driven Administrative Support Professional, offering versatile office management skills and proficiency in Microsoft Office programs. Strong planner and problem solver who readily adapts to change, works independently and exceeds expectations. Able to juggle multiple priorities and meet tight deadlines, without compromising quality.

CORE KNOWLEDGE AND SKILLS AREA

Office Skills

- Office Management
- Records Management
- Database Administration
- Front-Desk Reception
- Customer Service
- Human Resources
- Event Management
- Executive Support
- Calendaring
- Payroll
- Spreadsheets/Reports
- Travel Coordination

Computer Skills

- MS Word (all versions up to 2010)
- MS PowerPoint (all versions up to 2010)
- MS Access (all versions up to 2010)
- MS Excel (all versions up to 2010)
- MS Outlook (all versions up to 2010)
- MS Windows (all versions up to Win7)

PROFESSIONAL EXPERIENCE

03/2009 – 05/2012 **Executive Personal Assistant** *Amanda Batchelor Trust, Miami, FL*

- Maintained professional and personal calendars in Outlook, including all domestic and international travel reservations, engagements and updated and coordinated with other employees. Managed the daily schedule and booked meetings and appointments. Attended events/meetings. Coordinated parties and events
- Prepared detailed expense reports, tracked income accounts, money transfers, etc. Managed a budget and coordinated with accountant.
- Read, monitor and respond to email, answered calls and handled queries. Prepare correspondence. Commissioned work, coordinated with house staff and other assistants.
- Responsible for the follow up on household errands performed by staff members; verifying that the tasks have been completed properly.
- Participated in daily household staff meetings, keeping notes and reporting the information to employer.
- Coordinated and supervised maintenance and remodeling projects. Responsible for obtaining estimates, contracting and supervising all service personnel and vendors.
- Acted as a personal shopper for various items such as; concert tickets, clothing, and other.

02/2008 – 11/2008 **Office Manager** *AIG PLC, Fort Myers, FL*

- Responsible for all office HR functions and administrative duties. Prepared and processed by-weekly office payroll and maintained vacation records. Prepared expense reports, managed and coordinated travel agenda for all office staff.
- AP/AR to include claims checks and employee reimbursements. Purchased, maintained and tracked all office supplies, furniture and IT equipment.
- Coordinated office security system (programmed access cards and scheduled periodic maintenance for security systems.) Managed facilities operations, space utilization and lease issues as well as act as liaison with building management.

2003 – 2007 **Office Manager** *Pro Homes of Lee County, Fort Myers, FL*

- All Human Resources tasks. Performed administrative tasks related to customer accounts. Answered telephone, greeted visitors, responded to customer inquiries and identified and analyzed customer problems. Responsible for the daily administration and supervision of the office included A/P & A/R.
- Planned and prepared daily activities, maintained the calendar of appointments and reports.



- Processed new contracts, scheduled new home walk- thrus as well as warranty maintenance with contractors.
- Supported the marketing activities for example; mailed literature to current and potential clients.

2000 – 2002 **HR Specialist / Benefits Coordinator** *Rachlin Cohen & Holtz, Miami, FL*

- Scheduled and conduct new hire orientation, reviews and employee exit interview. Prepared offer letters, memos, mailings and other general administrative documents. Responsible for new employee background, reference check and new hire paperwork. Set up new hires with desk, computers, network access, phones, parking cards, keys, ID, etc.
- Processed all termination paperwork, for example; payroll paperwork, termination of benefits and cobra set up, network access cancellation, etc.
- Processed all benefits and coordinate the benefits enrollment period and coordinated the yearly employee reviews. Prepared and maintain all Responsible for the planning and organization of seminars, firm meetings, recruiting fairs, staff training, firm events, etc.
- Participated in the restructuring of the HR department by taking on projects to bring all required employee documentation up to date.

1996 – 2000 **Executive Assistant to VP** *BankBoston Int'l Private Bank, Coral Gables, FL*

- Provided transactional and administrative duties including but not limited to: Preparation of letters, memos, meeting minutes, mail merges, faxes, filing, etc.
- Scheduled appointments, travel arrangements, hotel reservations, etc for VP and the bankers.
- Scheduled and coordinated, banks events, holiday parties and other functions.
- Prepared various reports, such as, the pipelines and investment summaries.
- Arranged seminars, department meetings, videoconferences, meet-me lines, off site conferences and meetings.
- Reconciled pipeline reports for South Cone Team including International Team (Argentina, Chile, Colombia and Peru's bankers).
- Responsibilities included: Opening of accounts, completion of KYC's, wire transfers, credit proposal, International credit checks, etc.
- Managed high net worth international client accounts.
- Continuously delivered great customer service and proactively looked for new opportunities to cross sell other products based on the clients financial needs.
- Kept track of vacation and sick time for all employees under the South Cone Team to include, New York, Boston and Miami.
- Greeted Clients and Visitors.
- Responsible for maintaining team's office supply and promotional items inventory.

1992–1997 **Administrative Assistant** *United Health Care of Florida, Miami, FL*

- All department office functions, letters, memos, calendar etc. Responsible for scheduling appointment and meetings.
- Prepared payroll for all purchasing, warehouse and courier departments (about 20 employees). Responsible for inventory and distribution of company beepers and phones.
- Worked with inventory and accounting computer systems by keeping and updating inventory in systems.
- Received and processed all warehouse inventory center orders in systems. Processed purchase orders for about 45 centers.
- Assisted Warehouse manager with company vehicle accident reporting and processed incident paperwork. Assisted managers with interviewing of potential employees. Assisted purchasing manager in dealing with vendors and reviewing quotes.
- Coordinated and scheduled delivery routes for company couriers. Served as dispatch for courier department.

EDUCATION

Arelis Marrero Gonzalez



Associates in Science, Miami Dade College, Miami, FL, 2009-Present
Estimated Graduation: Fall 2013