

## Career Summary

Administrative Professional, versatile, reliable, and efficient with 10+ years ' experience supporting managers and executives in high paced environments. Diversified skills include client relations, human resources, analytics, project management, and administrative support, excellent phone and digital communication skills.

### ServiceNow - Technical Service Communication Representative

08/2018 - Current Employer

- Approved to work in GCC environment with PTP Certification
- Plugin Approval Manager
  - Review and Approve plugins
  - Review and update documentation and procedures
  - Refine plugin approval process and KB's
- Patching & Upgrades (EOL)
  - Provide instructions and KBs for scheduling/rescheduling Patching & Upgrading.
  - Work with customers and ServiceNow Field Security & Executive team to extend customer patching & upgrade schedule
- Participate in Ad Hoc work as delegated.
  - Move +VIP Migrations
  - SSL Certification Updates
- Provide input on policies & procedures.
- Customer first & Customer driven

### FL College of Integrative Medicine – Clinic Assistant Manager

01//2018 – 08/2018

- Train student interns on clinic procedures and administrative functions
- Schedule & maintain student intern work schedule
- Manage payments from customers and balanced the books at the end of day
- Keep inventory of herbal medication and acupuncture supplies
- Work with shareholders to develop social media campaign
- Increased client participation and retention through referral program

### FL Dept. of Health - WIC: Administrative Assistant

09/2009 - 12/2011 and 11/2016 - 10/2017

- Provide administrative support services to WIC & Nutrition Management Staff.
- Compile and Analyze data for administrative decisions.
- Maintains Human Resources Database, assist with hiring and advertising positions.
- Coordinates the annual review of WIC policies & procedures; drafts new policies & procedures as needed.
- Increase client participation through partnering with local agencies.

### FL Dept. of Health - Environmental Health: Senior Clerk

04/2015 - 11/2016

- Served as Lead and Project Coordinator for Community Health Projects.
- Improved administrative process by implementing more efficient processes.
- Receive, handle, and process over \$10,000 in checks daily.
- Provide information to the public pertaining to the Environmental Health Program via telephone or in person.
- Process food borne illness and rabies complaints for Orange County.

### FL Dept. of Health - Sunshine Care Clinic: Case Manager

12/2011 - 04/2015

- Employee of the Month April 2014 for the Florida Department of Health.
- Act as lead Case Manager in absence of supervisor and trained new Case Managers.
- Provide HIV consultation to clients.
- Maintaining a case load of 150 or more clients.
- Lowered the infection rate of HIV through communicating best practices and prevention with clients.
- Coordinate with local agencies and community partners to provide clients with Housing, SNAP benefits, Medicaid, Medicare, or Private Insurance.

- Complete acuity assessment/reassessments within 30 days of applying for program assistance.
  - o Acuity assessment identifies and evaluates a consumer's medical, physical, psychosocial, environmental, and financials for needs and resources.

## Education

Valencia College

General A.A. Degree - Completed

University of Central FL

Major: Economics – Incomplete

UCF Full Stack Development Bootcamp

Certificate: Full Stack Development (in progress, to be completed by 06/2021)

## Knowledge, Skills, & Abilities

**Language:** Fluent in English & Spanish

**Computer Programs and Data Systems:** ServiceNow Platform, Microsoft Word, Excel, PowerPoint, Outlook, Visio, Access, Publisher, Photoshop Elements. Florida Department of Health Systems - Health Management System, Florida Medicaid Managed Information System, Emergency Notification System, People First, CareWare, Environmental Health Database, WIC BlueZone, WIC FL WISE, Q Flow, ADAP, SUNTAX Wages.

**Technical Languages:** HTML, CSS, Bootstrap, Javascript, jQuery, Node.js

**Knowledge:** Knowledgeable in professional telephone etiquette, HIPPA Laws, quality assurance, record keeping, office procedures and practices, basic management principles and practices.

**Skills:** Leadership and goal-setting skills, project management skills, presentation skills, excellent customer service skills, excellent writing and communication skills, and tech savvy.

**Abilities:** Ability to lead and prioritize workload, maintain professionalism, self-starter, organized, efficient, team player, fast learner. Ability to understand and apply applicable rules. Ability to plan, organize and coordinate work assignments, ability to work independently and supervise others. Ability to analyze, evaluate, and prepare data reports. Keen ability to find solutions to problems utilizing problem-solving techniques and implement new procedures.

## References

Tejeswar Togatapola, ServiceNow

407-484-7867

Laurence J. Colleton. ServiceNow

407-230-6732

Brian Kenney, ServiceNow

407-928-6299

Nicholas Inniss, YMCA & YouFit

407-405-6025

Angel Rodriguez, Department of Health

321-527-0672