



Carol Hernández Andaluz

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**Office Administration | Project Management | Personnel | Account Management |
Customer Relations**

... Willing to travel if necessary...

Dedicated senior Administrator and Project Manager, with 20 years of experience in office administration, executive support, IT project managing, accounting support, customer service and human resources tasks. Proven track-record of exceeding expectations with high productivity and quality standards. Holder of the Peak Performer Silver Award. Six Sigma Green & Yellow Belt Certified. Effective communicator with strong interpersonal and relationship management skills. Able to perform high complexity tasks efficiently, safely and accurately without direct supervision. Strong team player, quality-conscious and supportive. Oriented in provide outstanding service, customer satisfaction, and PM practices by PMI. Excellent communication skills and presentation skills. Computer Literate using Office 365 applications, MS Project, Visio, Adobe, and iProcurement. Core Competencies include:

... Client Relationship Building... Records/ Metrics Management... Projects Administration ... Cross-functional Team Collaboration ... Reports Preparation ... Contract Compliance ... Scheduling and Coordination ... General Office Administration...

- ◆ Bilingual (English & Spanish)
- ◆ Microsoft Office (Word, Excel, Power Point & Outlook) and Office 365 Applications
- ◆ Personnel Supervision & Metrics Evaluation
- ◆ Talented at Embracing Changes Easily
- ◆ Efficient with Conflict Management
- ◆ Manages Multiple Projects Simultaneously
- ◆ Influential Leader and Team Player
- ◆ Inventory & Stock Controls
- ◆ Performance and Goals Management

CAREER HISTORY



IT Project Management Specialist, (2016 - Actual)

- ♦ Supports projects throughout various stages for the timely delivery of projects within budget, and according to business requirements, to deliver successful execution.
- ♦ Define the project's objectives and oversee quality control throughout its life cycle.
- ♦ Initiate, develop, update and manage project plans including information such as project objectives, technologies, system specifications, schedules, funding, and staffing.
- ♦ Manage project execution stages to ensure adherence to budget, project timeline, and scope; monitor progress to ensure deadlines, standards, and cost targets are met.
- ♦ Prepare project status reports by collecting, analyzing, and summarizing information and trends.
- ♦ Establish and execute a project communication plan.
- ♦ May lead and guide the work of technical staff; serve as liaison between business and technical aspects of projects.
- ♦ Performs developments in SharePoint.



IT Project Coordinator, (2015 - 2016)

Responsible for managing technical projects in the area of information aimed at the development and adoption of technical solutions either for existing products or processes or new products / processes. Anticipate customer needs and act pro-actively to ensure their satisfaction.

- ♦ Responsible for influencing decisions by fundamental recommendations or opinions;
- ♦ Effectively manage conflict, creating the right atmosphere that supports open communication and the search for solutions.
- ♦ Identify, define and plan the satisfaction of customer needs.
- ♦ Prepare and maintain work plan projects.
- ♦ Guide and assist in the preparation of the plan and project management.
- ♦ Maintain communication with customers on the tasks in progress and to identify needs.
- ♦ Monitoring and assistance resource assigned to tasks or situations that affect the daily operation.
- ♦ Coordinate / negotiate the solution to difficulties in the operation.



Career Highlights

- ♦ Recognized Peak Performer in 2004 for reducing and maintaining customer DSO 120 days to 30 days;
- ♦ Improved employee's performance in a 70% by implementing and monitoring execution metrics and providing monthly feedback;
- ♦ Performed 18% profit margins for an ambitious digitalization project of over 2MM documents that were erroneously quoted and headed to generate loss, by maximizing personnel and establishing work plans and goals on a daily basis;
- ♦ Successfully supervised up to 30 associate positions and supported managers in Puerto Rico, Miami, and Atlanta;
- ♦ Successfully implemented local and federal government accounts.

Project Coordinator, (2009 to 2015)

Responsible for executing customer support, project management, personnel supervision, task scheduling and progress reporting tasks.

- ◆ Coordinated with external companies, vendors, suppliers and company partners to provide effective customer support;
- ◆ Executed on-site project management and executed customer contracts in accordance with specified standards;
- ◆ Supervised team performance and provided daily work plan and goals in order to comply with project schedule;
- ◆ Prepared and disseminated project reports to management;
- ◆ Administered project expenses and oversaw company profits were achieved.

Administrative Assistant, (2007 to 2009)

Reported to the Service Regional Manager and Atlanta Manager and was able to grow into the position despite managing intermediate English. Was given temporary assigned to the function but was later provided the opportunity due to a superior performance in comparison with others in the same position.

- ◆ Responsible for monitoring established metrics for technical support personnel. Prepared and provided the information to the Manager in order to understand areas of opportunity for each employee;
- ◆ Managed and updated "balancer territory", a database tool with total machines assigned to technicians;
- ◆ Balanced the territory for technicians and trained each Department in the utilization. Performance began to improve as a result of this effort;
- ◆ Prepared Power Point presentations for operational reviews and collected necessary customer backup information for the Management;
- ◆ Responsible for managing the company cars fleet, which contained over 90 vehicles.
- ◆ For three (3) months acted as Account Operations Manager and performed resources management including: customer account management, personnel support, works scheduling, documentation and billing.

Billing Account Coordinator, (2003 to 2007)

Started out in a billing department of three (3) coordinators and maximizing efficiencies she was assigned the department on her own.

- ◆ Collected meter readings for Xerox copiers assigned to contracted customers and supported thirty (30) employees;
- ◆ Responsible for entering billing information to the Oracle system according to the contract and billing 16 customers on a monthly basis;
- ◆ Provided support to the Managers and was responsible for delivering invoices and perform collections process.

Client Associate, (2000 to 2003)

- ◆ Provided on-site copier customer service and user support for over eighty (80) copiers in First Bank, including Profit and Loss maintenance, billing and monthly meetings with customer.

EDUCATION

Holberton School, Santurce, PR (actual)
Software Engineer Foundations of Computer Science and Full-Stack Web Development

University of Phoenix, Guaynabo, PR (2015)
Master Degree in Business Administration/Project Management (GPA 3.92)

University of Phoenix, Guaynabo, PR (2013)
Bachelor Degree in Science of Business (GPA 3.61)



RELEVANT COURSES

- ◆ Six Sigma-Yellow Belt Certified (2005)
- ◆ Six Sigma-Green Belt Certified (2007)
- ◆ Succession Planning Program (2008)
- ◆ Management Awareness Program (2005)
- ◆ Xerox Leadership Program (2008)