**ANDREA AROCHE**

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Everett, Washington

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**SUMMARY OF QUALIFICATIONS**

* Proficient in MS Office, QuickBooks, and other proprietary software
* Self-motivated professional, 10+ yrs.’ administration experience with excellent written, organizational, technical, and interpersonal skills
* Directly worked with executive level attorneys and administrators on complex legal corporate matters in fast-paced environment
* Prepared and edited documents and presentations utilizing MS Word, PPT, and Adobe PDF
* Responsible for scheduling/calendaring, domestic/international travel reservations
* Trustworthy, ethical, and discreet, committed to superior customer service
* Strong communication skills, confident and poised in interactions with individuals at all levels
* Detail-oriented and resourceful in completing complex projects; able to multi-task effectively
* Bilingual – fluent in English/Spanish

**PROFESSIONAL EXPERIENCE**

**Operations Manager/HR Payroll Specialist**

The Plant Cafe Organic, San Francisco, CA10/2013-09/2018

* Directly supported owners, directors, managers and staff in the day to day operations of the company
* Responsible for bi-weekly payroll and administration of benefits for 220+ employees, maintenance of confidential business files, employee and vendor files, produce various reports for executives as requested
* Coordinated with location managers on employee onboarding, hiring and terminations following strict company policies and procedures
* Assisted with inventory and vendor invoicing accounting database, with AP/AR functions
* Organized new hire management HR compliance training, including annual on and off-site trainings with emphasis on current employment local, state and federal laws and regulations, responsible for management of employee benefits and served as liaison to insurance brokers for open enrollment

**Administrative Assistant/Coordinator**

Symetra Financial Corp., Bellevue, WA 03/2013-08/2013

* Reviewed and processed client retirement withdrawals and other insurance requests
* Indexed and archived client electronic insurance document utilizing AWD software system
* Researched and updated customer electronic database information in Vantage and Dynamics software systems
* Responsible for preparing client correspondence and organizing other mailings

**Manager/Administrative Assistant**

Tablas Woodstone Taverna, Mill Creek, WA09/2010–12/2012

* Successfully supervised and supported a staff of up to 12 employees, overseeing and managing daily functions of business, including daily sales/bank deposits
* Handled employee payroll utilizing Primepay; managed personnel files, and assisted with employee scheduling, recruitment and training
* Effectively maintained records management systems, including accounts receivable/payable
* Responsible for product ordering, receiving and inventory for business

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**Legal Secretary**

Baker & McKenzie, San Francisco, CA 01/2000–08/2006

* Prepared agreements, contracts and other corporate legal documents
* Prioritized complex assignments/deadlines in high-pressure environment
* Responsible for domestic/international travel reservations for team of executives
* Managed and maintained client files and other attorney office records
* Entered billable and non-billable time, processed travel and other expense reports
* Greeted clients, managed client telephone calls, emails and other confidential information

**Legal/Administrative Assistant**

U.S. Attorney’s Office, San Francisco, CA 04/1983–01/2000

* Researched and cite-checked legal and factual issues of law
* Prepared/filed legal documents, calendar court appearances, coordinated/managed deposition details, medical examinations and client meetings/conferences
* Handled scheduling/calendaring, managed records system, and communications software
* Performed administrative tasks including domestic/international travel reservations, processed travel vouchers/invoices and prepared various administrative and legal forms

**OTHER EXPERIENCE**

**Catering Events** 09/2010-12/2012

* Assisted with catering off-site events for various employers, including prep, set-up, serving and clean-up
* Managed and directed staff of 15 for private wedding party of 150 people, hired staff, prep, set-up and clean-up
* Organized and managed personal chef private catering

**Events Prep/Cook,** Lynnwood Convention Center, Lynnwood, WA04/2010–11/2010

* Prepped, cooked, and plated food for large events
* Organized and cleaned work stations

**Barista/Cashier,** Triton Espresso Café, Edmonds Community College, Lynnwood, WA 10/2007–12/2010

* Responsible for opening and closing duties for espresso café stand
* Prepared espresso and other beverages, including food items for customers
* Handled inventory and managed daily credit/cash sales

**EDUCATION/TRAINING**

**B.Sc., Culinary Management, Art Institute, Seattle, WA - 2012**

Graduate with high honors – GPA 3.8

**A.A. Culinary Arts, Edmonds Community College, Lynwood, WA - 2009**

Recipient of Washington WAVE Technical Scholarship 2009

**Professional Development Trainings**

* Microsoft Office Suite trainings (through Baker & McKenzie)
* Proprietary legal software trainings (through Baker & McKenzie)
* Paralegal course (through U.S. Attorney’s Office –DOJ)