

Nancy Villegas

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KEY SKILLS

Office Skills: Telephone & Front Desk Reception ■ Customer Service ■ Filing Database & Records Management ■ Administrative Support ■ Reports & Spreadsheets ■ Data Entry (60 WPM)

Computer Skills: Microsoft Office Suites (Word, Excel, PowerPoint, Outlook)

PROFESSIONAL EXPERIENCE

Baylor College of Medicine (Houston, TX) ■ Admin. Support Coordinator ■ October 2014 to August 2016

- Initiate check request, cash request, purchase orders, travel reimbursements and other financial transactions within SAP
- Answer telephone and assist callers
- Maintain physician calendars
- Serve as primary administrative contact for St. Joseph Hospital physicians and community physicians
- Distribute incoming mail
- Files, faxes, photocopies, mails and maintains filing system
- Serve as primary St. Joseph contact person to Texas Department of State Health Services Newborn Screening Program
- Maintains and updates office supplies
- Receive St. Joseph Hospital daily census and forward to appropriate personnel

JR2 Energy Services, Inc. (Houston, TX) ■ Office Assistant ■ September 2013 to October 2014

- Perform general office duties (copy, filing, scanning, answering phones)
- Maintain office supplies and substation field equipment
- Maintain records of completed jobs
- Oversee completion of substation jobs – create transmittal sheets, transfer completed jobs to compact disc, drop off and pick up substation drawings from graphics and deliver to vendor.
- Responsible of uploading and document sharing via SharePoint with vendors

Hyatt Place – Houston/Sugar Land (Sugar Land, TX) ■ Front Desk Agent ■ November 2011 to July 2013

- Provide customer service to hotel guest
- Expedite the check-in / check-out process
- Collect payment for hotel stay
- Answer internal and external telephone calls and screen calls
- Communicate hotel services and promotions
- Respond guest inquiries
- Perform hotel reservations / cancel reservations
- Perform shift closing procedures (reconcile register, complete deposit forms and communicate with incoming shift)

EDUCATION

University of Houston (Houston, TX) ■ August 2016 –Present

- Bachelors of Science in Computer Science
- Internship at NASA Johnson Space Center August 2016 – December 2016

Houston Community College (Houston, TX) ■ August 2009 – July 2016

- Associate of Science, 2012