

Yajaira Mercedes

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PROFESSIONAL SUMMARY

Dynamic and confident professional with diversified experience in logistics, office administration, management and customer service. Highly motivated, client focused, strong leadership, ability to build productive relationships. Strong attention to detail, resourceful in completing projects, response to continually changing environment, and able to multi-task. Translator for Spanish and Portuguese.

CORE COMPETENCIES

Document Management	Billing/ Collections	Employee Evaluation
Accounts Payable/ Receivables	Recording/ Posting Revenues/ Deposits	Clerical/ Office Procedures
Policies Procedures/ Recruit/ Mediation	Maintaining Records	Ordering/Stocking
Employee Relations/ Training	Public Speaking	Product Display
Bookkeeping/Cash Control/Cash Register	Scheduling	Inventory

TECHNICAL PROFICIENCIES: Microsoft Word, Excel, Spreadsheet, Introduction to QuickBooks

EXPERIENCE HIGHLIGHTS

Office Administration/ Management

- Provided office support for a large delivery service company by increasing employee retention and business sales by 50%
- Transcribed employee meetings, business procedures and auditing in Spanish and Portuguese to facilitate employee communication
- Trained and developed several employees in various industries establishing a cohesive team with positive outcomes to maximize company goals

Customer Service Support

- Expanded business by introducing new products with results to increasing customer retention and satisfaction
- Maintained high level of professionalism with co-workers and customers ensuring company integrity reaching a 5 star reviews
- Improved dynamics of communication by implementing different source channels such as email, hand held devices, and other social networking sites to ensure prompt problem solving solutions

Logistics

- Orchestrated and carefully transported goods and sensitive documents to its destination in a timely manner of importance with different tracking devices.
- Improved costs control by creating and rearranging routes for customers and employees by covering specific range of geographic area
- Monitored all transportation operation including quality control to ensure services met contract obligations, overseeing routing, dispatching, tracking and shipping activities

EMPLOYMENT HISTORY

Couriers and Messengers Manager

Lab Logistics, West Haven, CT

03/2015 - 07/2018

Restaurant Manager

Made in Mexico Restaurant, North Providence, RI

02/2015 - 09/2017

Logistics Manager

Beavex , Taunton, MA

01/2015 -12/2016

Store Operations/ Owner

M & J Convenience Store, Providence, RI

08/2009-08/2014

Education and Training

Johnson & Wales University, Providence, RI

Associate's Degree

Business Administration