Aracelis Claudio Diaz

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***Ability Summary***

Experienced Administrative Assistant with over 10 years of combined professional experience in training, finance, and recruitment with the ability to work in a fast paced office environment that requires attention to detail and the ability to multitask

***Education***

Bronx Community College Bronx, NY

Major: AS Paralegal Studies Coursework

Fortis Port st Lucie FL

Medical Billing and Coding Certificate

***Highlights of Qualifications***

* Clear and logical communicator; both written and verbally; with the ability to build rapport with internal and external clients
* Strong work ethic, detailed oriented, and efficient worker experienced with productivity software such as Microsoft: Word, PowerPoint, & Outlook
* Knowledgeable of human resource practices such as recruitment, finance, hiring practices, and employment laws
* Trustworthy and able to manage client records and financial information
* Capacity to analyze assigned tasks and implement a strategic plan to accomplish goals within departmental budget
* Ability to interact with a diverse individuals to assist in relaying technical information, address concerns, and provide resolutions to issues
* Proven performer with the ability to handle multiple tasks simultaneously and quickly and effectively resolve customer issues
* Effectively handle challenging customers in a very professional manner
* Handle calls in a time frame and deescalate calls as possible.
* Supervise a team of 15 employees
* Organize, schedule and execute Pack outs, Pack backs, clean on site.
* Make estimates, loss list evaluations, with Xactimate software.

***Professional Skills***

*Recruitment*

* Responsible for preparing employment new hire packets, compose job descriptions, assess staff’s abilities, performance appraisal, in addition to facilitating staff trainings
* Administered payroll, made pay adjustments, and completed time off requests
* Facilitated trainings for OSHA guidelines, equipment trainings, customer service, and management trainings
* Coordinated employee interviews, pre-employment screenings, drug testing, reference checks, and selected qualified candidates
* Conducted new hire orientations, provided new hires with essential paperwork, wage information, benefit information, and added new hires to employee and financial databases

*Administrative*

* Updated and entered information in MS Office programs in addition to other electronic information systems
* Rotated through a variety assignments within the office based upon operational needs such as Front Desk Receptionist, HR generalist and Office Manager
* Collected necessary employment documents, proofread, and verified information
* Maintained, updated, and purged employment files records as necessary
* Ensured payroll information was provided to the payroll processing company
* Ran reports and provided statistical information to CEO, managers, team leads

***Professional History***

*2017-Present Solomon Trucking Inc – Office Mgr/Dispatch Ft. Pierce FL*

*2016 -2017 CORE Contents Restoration – Project Manager Ft. Pierce FL*

*2015-2016 Healthy Partners – MRA Coder Jupiter, FL*

*2013* ***-****2015**Maximus* ***–*** *Customer**Service**Rep**Ft****.*** *Pierce,**FL*

2008 – 2013 Florida Finest Linen Services – HR Rep. / Asst. Manager Ft. Pierce, FL

References upon request.