

REYNA GARCIA

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SUMMARY

Extremely organized and detail-oriented professional focused on delivering high quality results in a timely manner. Successfully handles multiple projects simultaneously while providing exceptional customer service.

EDUCATION

Utah State University, USA

Aug. 2007 - May. 2011

Bachelor of Science (B.S.) in Economics.

FURTHER EDUCATION

University Of California, Irvine, Coursera ‘Specialization’, 2018

Introduction To Project Management Principles and Practices

Rutgers The State University Of New Jersey, Coursera ‘Specialization’, 2017

Supply Chain Logistic

LANGUAGES

- English (Fluent), Spanish (Native)

EMPLOYMENT

Lukfuel

July 2019 - Present

Operations Coordinator

Fort Lauderdale, Florida

This work involves keeping track of the company’s financial transactions. Furthermore, setting up and managing customer accounts and ensuring that all their needs are accounted for. Main responsibilities are:

- Plan daily operational strategies, including delivery routing, and team workflows.
- Handle timely accounting functions such as AP/AR, payroll, payroll liabilities, invoicing, sales tax reports, insurance premiums, business licenses, and month-end bank reconciliation.
- Coordinate customers projects from initial request, budget estimate, execution and invoicing.
- Ensure good standing business relationship with vendors by efficiently managing invoices and payments.

JD Custom Carpentry

May. 2015 - June. 2019

Project Coordinator

The Bronx, NY.

This job consisted of allocating multiple resources in order to fulfill customers projects in a timely manner. Moreover, solving customers’ inquiries, and complaints. Main duties were:

- Maintained project schedules by managing deadlines and adjusting workflow as needed.
- Prepared monthly and year-end closing statements, financial documents, and invoices.
- Generated monthly and annual sales reports.
- Delivered products to customers in timely manner.

Claro

May 2013 - June 2015

*Associate Staff Relationship Analyst**Santo Domingo, Dom. Rep*

This role included overseeing business relationship between Claro and fellow contracted companies. Also, managing contracts, invoicing and payments while ensuring compliance with Claro's guidelines. Main tasks were:

- Developed highly empathetic relationships with Claro's external associates and earned a reputation for exceeding goals by being an intermediary between Claro and its contracted companies while building a win-win environment.
- Ensure contractors compliance with Claro's established quality and safety standards. as a link between contractors and company by managing, processing and resolving their billing, and payments in accordance with Claro's business policies.
- Created several daily, weekly and monthly reports for internal and external clients by processing raw data using pivot tables, formulas and excel macros.

BHD-LEON Bank

October 2011 - June. 2013

*Customer Service Representative**Santo Domingo, Dominican Republic.*

This job consisted of helping customers with their day to day banking needs as well as providing information on the different products available for them. Included duties were:

- Provided value-added approach to meet customer personal financial needs by analyzing and profiling customers and cross-selling financial products.
- Built strong rapport with new and existing clients to better serve financial needs and promote branch loyalty.
- Maintained calm, friendly demeanor with upset customers to de-escalate stressful situations
- Supervised daily cash deposits and vault inventory with zero error rate

KNOWLEDGE AND SKILLS

Technical

- | | |
|-----------------------------|----------|
| • MS Office Suite knowledge | • CRM |
| • Microsoft Windows, Mac OS | • ADP |
| • Quickbooks | • SAP |
| • Paytrace | • Abanks |

General

- Strong ability to think critically, recognize, and solve problems.
- Contributor and team player
- Self-starter
- Detail-oriented
- Manage multiple priorities

SCHOLARSHIPS & AWARDS

- | | |
|---|-------------|
| • Presidential Scholarship to pursue B.S. at Utah State University (USU). | 2007 – 2011 |
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ADDITIONAL INFORMATION AND INTERESTS

- Listening music and reading.