

# Lavina M. Castillo

## Greater Phoenix Area

### **BSR/Account Manager, Timberlake Cabinetry**

**Jan 2022 to Present      Mesa, AZ**

Provide order processing and data entry of builder direct customer orders, processing all cabinet and parts orders released by the builder. Scheduling field services and installs. Manage customer information related to starts, schedules, selections, process purchase orders and warranty requests from the Builders internet based systems. Perform pre-calls for delivery and installation, as needed, to confirm builder's delivery and installation. Develop and maintain a proficient working knowledge of Maestro, Order Billing System (OBS), Quality Management Systems (QMS), and other American Woodmark Corporation (AWC) proprietary systems. Develop an extensive knowledge product base. Schedule and assign installations. Verify ship and installation dates per builders release and schedule. Research and schedule service/ warranty requests. Coordinate, if necessary, deliveries for installations and service items.

### **Business Services, Eurest Services for Johnson & Johnson Co.    Nov 2018 - Jan 2020      Irving, TX**

Manage manufacturing site's hard and soft services, including Janitorial, Landscaping, Security, Pest Control, and Handyman services. Responsible for creating, distributing, and managing work orders within the customer cmms system (Maximo). Data entry of all assets, job plans, PMs, and complete and close work orders in Maximo on behalf of technicians. Monthly and quarterly reporting for all Facilities work orders, and site inspections and enter all data into tracking database. Vendor management and invoice approval. Expense reporting using Concur. Maximo Support/Planner, Eurest Services for Johnson & Johnson April 2015 – October 2018 Santa Barbara, CA Maximo Admin support for supported Johnson & Johnson sites in California, including creation, data entry and updates of all assets, job plans, PMs, service requests and work orders with planning and scheduling of same for several sites. Complete and close Work Orders on behalf of technicians. Create monthly, custom and quarterly reports. Travel to supported sites to train new technicians and employees in Maximo and data entry of all assets, job plans and PMs for new sites within Maximo (cmms). April 2015- September 2017 Santa Barbara, CA Manage decommissioning team and decommissioning project for Johnsons & Johnson's Mentor site in Santa Barbara, including planning of site's last day of employment. Manage vendors for all data center, laboratory, warehouse, office space decommissioning, solar panel removal and relocation, E-waste removal, building cleanup and final inspections with landlord and owners. Create, schedule, plan and maintain building's maintenance and repair, continue site payments for rent, utilities and all facility invoices until end of lease (September 2017).

### **Facilities Coordinator, Mentor WW, a Johnson & Johnson Co.    May 2007 - Apr 2015      Santa Barbara, CA**

Maintain Facilities HelpDesk ticketing system, including receiving and assigning work orders, and tracking service requests to ensure they are fulfilled in a timely manner. Assist in maintaining access badge database with building security team to activate and terminate building access as needed. Create, review and process department's blanket purchase orders and manage and correspond with vendors regarding invoices and payments. Receive, manage and pay site's rent and utilities. Provide ergonomic evaluations and purchase supplies for employees. Perform sites Fire Extinguisher and Eyewash station inspections, including Forklift and Picker inspections. Work with and manage all Facilities vendors (Canteen café, fitness center equipment, janitorial, fire safety system, and all building maintenance including heating and air, telephone, security, plumbing, lighting and ground maintenance). Manage all administrative, technical, and clerical operations for

the department, including processing all Purchase Orders, CARs, and scheduling Technician's Safety Training and First Responder's CPR and Defibrillator training. Assist in the scheduling and planning of department moves, including hiring and managing movers, scheduling and assisting IT with relocating office computers and equipment, and ShoreTel phone system. Provide facilities support for all company social events such as holiday parties, company picnics, and special events. Schedule and coordinate Mentor's conference rooms and town hall center. Backup support for Front Desk Security, IT HelpDesk and Shipping & Receiving. Order and maintain corporate office, building and warehouse supplies.

**Office Manager/Billing Clerk, David C. Gore, CFA**

**Jun 2004 - Jan 2011**

**Santa Barbara, CA**

Provide administrative support, including office correspondence, client invoicing, data collecting from several financial reports, order all office supplies, equipment and furniture. File management and creation of all new financial accounts for clients, reconciliations of all client statements, and management of all office maintenance and janitorial.

**Office Manager, Bergquist Wang Fin'l Plg & David Gore, CFA**

**Jun 2004 - May 2007**

**Santa Barbara, CA**

Provide administrative support, including office correspondence, client invoicing, data collecting from several financial reports, order all office supplies, equipment and furniture. File management and creation of all new financial accounts for clients, reconciliations of all client statements. Maintain offsite storage inventory, and coordinate all office and charitable foundation paperwork, filing, and grant applications with UCSB. Management of all office maintenance and janitorial vendors.

**Executive Assistant, Somera Capital Management, LLC**

**Nov 1999 - Apr 2004**

**Santa Barbara, CA**

Provide Administrative support for VP-Acquisitions and VP-General Counsel. Responsible for research, approval and ordering of all office orders, office equipment and office furniture. Receive, code, and approve all expense statements, office invoices, utilities, and rent. Compose, edit and process investor correspondence. Schedule and coordinate all office meetings. Manage all direct calls for VP-Acquisitions and VP-General Counsel. Create and maintain office filing system for property investments and investor filing. Receive and track all incoming investment checks. Manage, update and track all offsite storage. Travel arrangements for VP-Acquisitions and VP-General Counsel. Manage, modify and program office's telephone system and office equipment. Assist in creating and distributing property acquisitions, and monthly reports. Assist CFO in organizing, sorting, assembly, quality control and mailing of all investor's quarterly distributions.

## EDUCATION

- **ASU Bootcamp** | Full Stack Web Development | Arizona (April 2023 - Present)  
Immersive training program with an emphasis on Full Stack Web Development
- **Fields EAM** | IBM Maximo Modules | California (October 2015 – Dec 2015)
- **Oxnard College** | Professional Office Skills | California (Nov 1998 – Feb 1999)

## LINKS

- LinkedIn: [www.linkedin.com/in/lavinacastillo](https://www.linkedin.com/in/lavinacastillo)
- ASU GitHub: <https://github.com/WHT-RBT>