

# Rheanna Flores

## Objective

Self-motivated, conscientious pre-law student with excellent communication skills seeking a dynamic administrative position in a professional environment. Looking for progressively challenging work experience to supplement ongoing education.

## Qualifications Summary

Highly reliable, detail-oriented individual with great organizational capabilities. Demonstrated superior problem solving skills and adaptability in varying work environments. Excellent written and verbal communication skills and strong customer service background. Outstanding time management skills and an ability to effectively prioritize tasks to cater to a constantly changing workload. Unparalleled attention to detail and motivation to succeed. Key capabilities include:

- Office Organization
- Accounts Payable/Receivable
- Front Desk Client Services
- Schedule Management
- Proofreading & Editing
- Streamlining of Administrative Processes

## Education

Bachelor of Science Candidate - Social Science with Law & Legal Studies Minor  
Portland State University, Portland, OR – expected graduation 2011

- GPA: 3.9
- President's List
- Dean's List

Associate of Arts Degree - Liberal Studies

Barton County Community College, Fort Riley, KS - May 2008

- GPA: 4.0
- President's List
- Phi Theta Kappa

## Relevant Professional Experience

Data Entry/Document Review, Express Employment Professionals, Hillsboro, OR 2010-2011  
Began work on a temporary audit project with Volkswagen Credit. Examined and compiled information from archived documents. Continued as a data entry and document review clerk, processing incoming auto loan and lease documents and later reviewing the paper and electronic files for errors.

Administrative Assistant/Office Manager, Central Kansas Foundation, Junction City, KS 2008  
Managed front desk, patient records, and scheduling. Assisted with transition to new staff, including facilitating training of administrative and scheduling procedures. Coordinated patient information, legal documents and financial records between counselors, home office, and court representatives. Drafted, proofread and edited correspondence. Answered telephone, e-mail and walk-in inquiries.

Executive Assistant, Energy Sales, Hillsboro, OR (intermittent) 2003-2007  
Processed sales orders, invoices and packing lists. Compiled accounts payable reports, entered vendor payments and prepared bank deposits. Assisted with prioritization and scheduling of travel, meetings and workload. Drafted correspondence and designed sales material for distribution by sales representatives. Monitored inventory levels, maintained client files and kept accurate record of sales.

Credit Card Services Specialist, Wells Fargo, Beaverton, OR 2005-2007  
Communicated with clients and bankers regarding account servicing and billing inquiries. Exceeded monthly sales goals in cross-selling bank products. Brainstormed sales incentives and policy updates with team on a monthly basis. Maintained account retention levels through strong client relationships.

Accounts Payable Clerk, Norm Thompson, Hillsboro, OR 2000-2002  
Promoted to this position from data entry clerk. Managed vendor accounts, logging and payment of invoices. Processed weekly check runs and monthly accruals and account reconciliations. Coordinated freight billing between east coast warehouse, purchasing department and freight companies. Assisted with employee expense accounts, mail distribution, filing and other tasks as needed.

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## Other Employment

Call Center Operator, Norm Thompson, Hillsboro, OR	Winter 2004
Shop Assistant, Tommy T's Body Piercing, Huntington Beach, CA	Summer 2003
Data Entry Clerk, various	Summer 2002
Sales Associate, Sally Beauty Supply, Hillsboro, OR	1999-2000

## Additional Skills

Strong grammar and spelling skills. Experience drafting correspondence electronically and on paper. Proficient using general office equipment such as phone, fax, copier, scanner, printer and shredder. Capable of multitasking comfortably in a busy office environment. Able to handle multiple phone lines, e-mails, and internet inquiries. Intermediate to advanced skills in entire MS Office Suite - Word, Excel, Access and Powerpoint. Basic design and layout experience with Quark XPress, Adobe Illustrator and Photoshop. Familiarity with both PC and Mac operating systems. Comfortable working in a variety of software programs including PeopleSoft, FoxPro and various other proprietary systems. Fast learner with the ability to pick up new computer systems, office procedures and policies quickly. Able to handle difficult situations efficiently and tactfully. Have been trained in customer service, conflict avoidance and communication.

## References

Personal and professional references will gladly be provided upon request.