Dylan balderrama

2032 East Bermuda Street Unit 201, Long Beach, CA 90814 ⚫ 562-244-7033 ⚫ Dylanlbc@yahoo.com

Administrative Support

Dedicated and technically skilled business professional relocating to Portland, Oregon looking to acquire a challenging position in an environment that best utilizes skills and experience. Extremely versatile administrative support skill set developed through experience as an office manager, administrative assistant and office consultant. Excels in resolving employer challenges with innovative solutions, systems and process improvements proven to increase efficiency, customer satisfaction and the bottom line.

Key Skills

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| Office Management  Teambuilding & Supervision  Staff Development & Training  Policies & Procedures Manuals  Inventory Management | Report & Document Preparation  Accounts Payable/Receivable  Bookkeeping & Payroll  Expense Reduction  Meeting & Event Planning | QuickBooks  Millennium  Microsoft Office  Gramercy One Spa Booker  Social Media/Blogging |

Experience

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| --- | --- |
| Hudavi Wellness Spa- Long Beach, CA | 1. -Present |

Operations/Office Manager

* Successfully oversees daily duties and operations while managing a team of 17 therapist and four administrative front desk coordinators.
* Handles marketing and promotional incentives with a proven increase in sales and productivity.
* Elevated store’s guest-satisfaction increasing client retention; ensured the swift resolution of customer issues to preserve customer loyalty while complying with company policies.

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| Massage Heights- Newport Beach, CA | 2010-2011 |

Assistant Administrative Manager

* Served as executive assistant to the manager and owner, while supervising sales team.
* Handled client accounts and memberships, and implemented successful sales strategies that help location exceed monthly goals.
* Functioned as primary liaison to customers and ensured a consistently positive customer experience.

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| Extreme Personal Training- Long Beach, CA | 2007-2009 |

Assistant Manager

* Worked directly under owner handling daily operational duties, while supervising a staff of six.
* Maintained status of client accounts including the signing of new contracts and contractual payments.
* Handled all administrative duties including data entry, payroll, contract agreements and negotiations.

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| St. Michael’s Store Religious Books and Gifts- Fontana, CA | 2001-2009 |

Administrative Manager

* Successfully operated online retail store.
* Supervised all front and back office administrative duties including invoicing, data entry, shipping and receiving.
* Handled client inquiries, accounts and orders ensuring efficiency and accuracy.

Education

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| --- | --- |
| Long Beach City College | Long Beach, CA |

***4.0 GPA Dean’s List with Special Recognition for Academic Excellence***