

# ANA SANCHEZ

C: (786) 560 - 7619 | [amsanc001@gmail.com](mailto:amsanc001@gmail.com)

## Summary

---

7 years of professional experience meeting inter-industry needs while sustaining high standards of ethical behavior and confidentiality. Developed skills in critical thinking, project and time management.

## Education

---

**University of Miami— Coral Gables, FL**  
Master of Business Administration  
In Progress, 2022 – Present

**University of Miami— Coral Gables, FL**  
Division of Continuing & International Education  
Coding Boot Camp: In Progress, 2021 – Present

**University of Miami— Coral Gables, FL 2021**  
Master of Science, Finance

**Florida International University— Miami, FL 2014**  
Bachelor of Arts, English  
• Minor in Economics  
• Dean's List

## Work Experience

---

**Associate | Office Administration | The Hackett Group | May 2017 – Oct 2021 | Miami, FL**

- Assisted with travel arrangements and provided relevant statistical analysis and audits related to American Express Global Business Travel (GBT) and SAP Concur.
- Assisted other departments (Human Resources, Finance, and the Office of Risk Management (ORM)) with administrative or clerical support as needed.
- Ensured general management of the office; monitored and maintained office equipment and inventoried supplies; ordered replacement supplies as needed; and organized catering as needed while ensuring sound cost effectiveness.
- Coordinated building and maintenance issues for general repair and updates; communicated effectively with office building management regarding employee building and parking access.

**Temp | Staffing Resources of Miami | November 2016 - May 2017 | Miami, FL**

Please refer to *Associate | Office Administration*

**Froster | Misha's Cupcakes | July 2016 - September 2016 | Miami, FL**

- Collaborated effectively with colleagues in a team-driven environment while also excelling independently.
- Prepared icing, filling, sprinkles, and creatively decorated baked goods while ensuring compliance with food safety standards in a competent and time sensitive manner.
- Ensured all food safety (FDA) and company standards were met and exceeded while overseeing cleanliness and sanitation of work areas and equipment.

***Patient Financial Representative (ER) | Baptist Hospital of Miami | March 2016 - May 2016 | Miami, FL***

- Maintained knowledge of practices used within the department and throughout the hospital to provide service excellence and assure patient satisfaction.
- Completed full patient registration at date of service and scanned Protected Health Information.
- Explained and secured hospital & patient legal forms; educated patients regarding financial liability and verified insurance, benefits, coverage & eligibility.
- Completed Training & Data Integrity training with a 98% on written and practical final exam.

***Independent Contractor | Learn Tutoring Services | July 2015 - July 2016 | Miami, FL***

- Ensured customer satisfaction by addressing clients' questions and concerns.
- Provided customized tutoring services to clients ranging from K-12 to college level.
- Monitored and fostered client progress in standardized test performance.
- Applied communication skills to maximize understanding and productivity with both parents and students.

***Graduate Teaching Assistant (English Department [MMC]) | FIU | Aug 2014 – April 2015 | Miami, FL***

- Evaluated assignments, drafts, and papers according to unit requirements within 3 -7 days.
- Assisted faculty in providing additional academic support to students during office hours.
- Applied interpersonal skills during one-to-one conferences with students; scheduled additional conferences with students who were struggling with material.

***Writing Fellow (Center for Excellence in Writing [MMC]) | FIU | Aug 2013 – April 2014 | Miami, FL***

- Promoted help-seeking behavior and revision strategies during conferences with students.
- Responded to 10-12 students' work with both response letters and conferences within a two-week time frame.

## Activities

---

***VP of Sigma Tau Delta (English Department [MMC]) | FIU | Jan 2013 – May 2014 | Miami, FL***

- Maintained membership records of event attendance, community service hours and chapter records as set forth by the Council for Student Organizations.
- Encouraged member and faculty participation in diverse community events via e-mail outreach.
- Worked with team members to host and co-host events on a weekly, bi-weekly, and monthly basis; 15-20 events on average per month.

## Languages

---

Spanish	ILR Level 5 Native or Bilingual proficiency
French	ILR Level 2 Limited working proficiency

## Skills

---

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Established verbal and written communication skills</li><li>• Professional image</li><li>• Multilingual</li><li>• Quick learner</li></ul> | <ul style="list-style-type: none"><li>• Proficient with Mac OS</li><li>• Highly Proficient with MS Office and Windows</li><li>• HTML, CSS, JavaScript</li></ul> |
|---|---|