

ANA SANCHEZ

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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

- 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.
- Assisted other departments (Human Resources, Finance, and the Office of Risk Management (ORM)) with administrative or clerical support as needed.
- Assisted with travel arrangements and provide relevant statistical analysis and audits related to American Express Global Business Travel (GBT) and SAP Concur.

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

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