

Ashley Mendoza

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SUMMARY

Motivated and reputable individual possessing strong work ethic, professional demeanor and superb initiative. Exceptional at data entry and creative problem solving. Willing to learn new skills that help make work more efficient in the long run. Open to communicating with others to overcome any challenges being faced, but also able to work alone if needed. Familiar with using Quickbooks and Excel to record and manage funds.

EDUCATION

Florida International University

Bachelor of Business Administration

Majors: Management Information Systems | Finance (Second Major)

Miami, FL

Expected in April 2024

GPA: 3.88

Relevant Coursework

- Intro to Programming(Java)
- Securities Analysis
- Database Applications
- Telecommunication Systems

WORK EXPERIENCE

FIU Division of Information Technology

Student IT Computer Lab Assistant

Miami, FL

March 2022-Present

- Provide technical support to the users of the Division of Information Technology Computing Labs.
- Assist in the installation of computer systems, peripherals, and software applications.
- Troubleshoot hardware and software malfunctions.
- Operate and maintain PCs, Mac, printers, and other associated peripheral equipment designated by the supervisor.
- Maintain a safe and comfortable working environment, and enforce all rules concerning the use of the labs.

Seniors R Us LLC

Administrative Assistant

Sunrise, FL

August 2020-September 2021

- Managed office duties, ordered materials, organized workspaces, answered emails, and made phone calls.
- Answered the phone to potential clients, scheduled appointments, and provided general office information.
- Obtained scanned resident records and uploaded to Aquila or eMAR database.
- Assisted with payroll preparation and entered data into Quickbooks.
- Tracked expenses and documented records using Quickbooks and Microsoft Excel to improve financial flow.
- Kept staff data up to date in the Aquila database.

Kristi House

Volunteer

Miami, FL

June 2021-August 2021

- Kept facilities organized, clean, and well-maintained to best meet program needs.
- Communicate needs and issues to appropriate supervisors for administrative action.
- Created a safe environment for children to lessen their anxiety from past traumas.

Young at Art Children's Museum

Volunteer

Davie, FL

June 2018-July 2019

- Answered questions, identified underutilized features, and offered further details about the exhibits to educate visitors.
- Built detailed knowledge on exhibit areas and locations to thoroughly answer guest questions.
- Exceeded customer satisfaction by finding creative solutions to problems.
- Improved operations by working with team members and customers to find workable solutions.

SKILLS

- Data entry
- Technologically savvy
- Microsoft Word, Powerpoint & Excel
- Fluent spanish speaker
- Oracle SQL
- Lucidchart
- Results-oriented
- Highly organized
- Attentive to details
- Adaptable