# Delvin Braxton

## Office Manager/Receptionist - Prestige International Security, Inc

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1331 W Lunt Ave Chicago IL 60626

WORK EXPERIENCE

## Office Manager/Receptionist

Prestige International Security, Inc - May 2014 to Present

Maintain office services by organizing office operations and procedures; preparing payroll, controlling correspondence, designing filing systems, reviewing and approving supply requisitions, assigning and monitoring clerical functions.

* Provide historical reference by defining procedures, protection, retrieval, transfer and disposal of records.
* Maintain office efficiency by planning and implementing office systems, layouts, and equipment procurement
* Receive and distribute mail
* Receive payments and make out receipts, assist with billing
* Greet visitors and Customers
* Answer the phone and screen calls and guide the callers to the right person or department
* Take down and forward messages, provide information such job openings, employment verification.

## Tax Preparer

Jackson Hewitt Tax Service - January 2014 to April 2014

Compute taxes owed or overpaid, using adding machines or personal computers, and complete entries on forms, following tax form instructions and tax tables.

* Interview clients to obtain additional information on taxable income and deductible expenses and allowances
* Use all appropriate adjustments, deductions, and credits to keep client's taxes to a minimum
* Provide administrative support, answer phone calls, organize paper work, communicate with supervisor and clients
* Schedule appointments, place work orders, manage filing systems
* Calling campaign, public relations

## Market Specialist/Research Analyst

TV Programming - September 2007 to August 2012

Provided cross-market analysis for clients on television products airing in Latin America markets

* Translated telecast for production TV programs, managed telecast tracking, time period analysis, and various reports such as top television show rankings, and best performing genre
* Monitor and forecast marketing trends, spent a great deal of time collecting data on consumers
* Corresponded emails to clients in Latin America, and executives within the office

## Office Coordinator/Administrative Assistant

Community College - June 1999 to August 2007

Routed and distributed incoming phone calls, mail, and email to various departments

* Provided administrative support to the supervisor using student reports
* Coordinated special events and seminars for the college and community
* Assisted students with a low cost housing and monitored referral programs
* Provided administrative support to upper management roles
* Provided administrative support to staff and students using spreadsheets and reports
* Successfully completed tasks on or before appointed deadlines, gather supplies
* Managed filing systems while conducting verbal and written correspondence, sign for mail
* Presented financial aid options to students based on their economic backgrounds while facilitating time sensitive form completion, schedule meetings, manage projects
* Answered phone calls, organize paperwork, communicate with managers and clients, place work orders

EDUCATION

**Bachelor of Arts in Spanish**

University of Illinois at Chicago

June 2009

## Associates of Arts in Business Administration/Finance and Banking

University of Illinois at Chicago

June 2004

SKILLS AND ATTRIBUTES

* Advanced use of International Television Research (ITVR), MS Office, Excel, Outlook, Power Point, Typing, Photocopy machine, Fax machine, and excellent Internet research skills
* Works well under pressure, honest, trustworthy, self- motivated, respectful, and positive attitude
* Bilingual in English and Spanish
* Effective communication and writing skills, excellent customer service skills
* Team player, quick-learner, detail oriented, critical-thinker, and excellent organization skills