

Claudia Gonzales

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OBJECTIVE

To continue advancing my experience in the field of Business Administration in order to pursue higher education in the form of a Masters of Business Administration.

EDUCATION

Eastern Washington University
Bachelor of Business Administration

August 2010
Cumulative GPA: 3.6

PROFESIONAL EXPERIENCE

Human Resources Coordinator for MLSBC Cruises
September 2019

Miami, FL

September 2018 –

- Implementing and administering human resources plans and procedures that relate to the company personnel.
- Participating in administrative office meetings.
- Recommending new policies, approaches and procedures for new hires.
- Writing and developing marketing materials such as hiring ads and posters to motivate existing employees and attract better candidates.
- Participating in career fairs and establishing professional relationships with organizations that have the potential to benefit our development.
- Organizing and coordinating actions of the HR department.
- Finding new and more efficient sources for hiring candidates.
- Posting and updating job announcements on Applicant Pro, Indeed & Betterteam.
- Reviewing applications, calling applicants, scheduling interviews and hiring the best qualified individuals.
- Preparing all hiring packet materials and keeping them up to date.
- Processing new hires paperwork and inputting new hires data into Nimble system.
- Scanning and sending via email all new hires W4s and Direct Deposit Forms to Payroll.
- Reviewing & filling all new agent folders.
- Answering to all payroll requests and questions regarding new hires.
- Keeping track of all candidate interviews in a “New Hires & Interview tracking” Spreadsheet.
- Coordinating new hires training dates and ensuring all new agents complete the training course by watching the Carnival Values and People First video.
- Keeping track of all new hired employees and following up with them on their progress to fulfill all their job responsibilities.
- Sending emails and text messages to all new hired agents to confirm they have their credentials, uniforms and access to Nimble Schedule.
- Answering the phone, seven days a week to assist agents with all their questions regarding their work.
- Reviewing accountability emails and contacting agents to find out the reasons for their absences and keeping track of them in a “No shows & Call out” excel spreadsheet.

Administrative Assistant for Mossack Fonseca Consult LLC

Miami, FL

April 2014 – March 2017

- Responsible for transfer and delivery of all legal paperwork.
- Transcribe legal correspondence and related legal documents.
- Transcribe notes re. contract proceedings and other informative correspondence.
- Schedule, coordinate, and confirm appointments and meetings.
- Conduct research as to specific legal matters per instructions of branch manager.

Charter Sales/ Flight Coordinator at Star Blue Jets LLC

Chicago, IL

March 2013– November 2014

- Identify, qualify, and develop professional relationships with individuals of high net worth.
- Responsible for continuous updating and maintenance of an accurate customer preference database.
- Attend trade shows and industry/marketing events as authorized representative on behalf of Star Blue Jets.
- Work with operations staff to schedule aircraft use and flights, report flight progress, and submit notifications to clients.

Audit & Risk Management Assistant for Continental Del Peru SA. Lima, Peru

January 2012 – January 2013

- Proficient in use of Microsoft® office products (Ex. Word, Excel, and Outlook) and data information systems.
- Attend to and answer all incoming telephone calls.
- Maintain master insurance list that serves to track sales, claims settlements, cancellations, and premiums.
- Process mailings, newsletters, acreage reports, and production certifications in support of the sales process.

Assistant Accountant at Airclaims Inc.

Miami, FL

May 2011–August2011

- Enter office accounts payables in the company's computer system.
- Enter a specific general ledger account per invoice, due date, invoice number and invoice amount.
- Entering timesheets (hours in the system).
- Cut checks in the company's weekly check run.
- Translate company reports from Spanish to English and vice versa.
- Answer all incoming telephone calls from the company clients.

HONORS

Player # 1 for Eastern Washington University Tennis Team, SWAC Championship 2007-2008, HBCU National Tennis Championships 2007-2008, Tennis Juniors National Ranked # 1 in Lima Peru 2000-2006, Peruvian National Representation in the South American Tournaments 2002, Tennis tournament Pluscheck Cup Singles 1st place, and Tennis Tournament Fedex Cup Singles 1st place.

ACTIVITIES

Community service with the First Tee of Miami and the Grand Pomeranian Foundation.

Member of Jockey Club del Peru Tennis Academy (1995-2006 Lima-Peru), member of Nextel High Performance Tennis Team (2002-2006 Lima-Peru) Member of CETACT La Planicie Country Club program (2002-2006 Lima-Peru).