



Bessy G. Martinez

941 West 79th Street • Hialeah, FL 33014 • (786) 280-5750 •
nakiwarai13@gmail.com

Graphic & Web Designer/Developer Administrative Professional

Administrative Assistant with broad experience working in both small and large businesses. Results-focused and client-oriented with the ability to work under pressure and remain calm, focused, and even-keeled during stressful situations. An experienced multi-tasker who is self-motivated and self-directed, but is also able to follow explicit directions and protocol, with great communication skills; sensitive to the needs of staff and clients.

Key Abilities:

- Administration
 - Flexibility
 - Support
 - Organization
 - Multi-tasking
 - Resourcefulness
-

KEY PROFESSIONAL ACCOMPLISHMENTS

OFFICE ORGANIZATION & SUPPORT

- Support in front office workflow, including maintenance of office & bathroom supplies/equipment.
- Coordinated with IT professional to trouble-shoot or arrange service for technical issues throughout the office.
- Partnered with Human Resources/Controller to update and keep employee information up-to-date, address concerns, and correct discrepancies.
- Answering, screening, and forwarding calls appropriately.
- Maintained organization of customer files and created filing system for easier flow.
- Greeted visitors and customers, while gathering necessary information for visitors/customers when requested.
- Managed calendars to include pertinent information, including appointments, deadlines, and other important dates.
- Prepared and presented estimates for sales people by gathering proposals, pricing data, specifications, and related documents to identify labor, material, and time requirements.
- Contributed to team efforts by assisting sales people in accomplishing the sale of promotional items to their customers.
- Received payments from customers and logged in appropriate software and physical files.
- Verified accuracy of vendor invoices by investigating on case-by-case issues.

- Invoiced customers using data supplied by production team and general manager.

COMMUNICATION & CUSTOMER SERVICE

- Played a consulting role in the design work for company marketing materials for print and internet use.
- Handled requests from employees within the company with professionalism and timeliness.
- Effectively handled incoming inquiries from visitors and customers, whether by phone, email, or in person.
- Provided professional and quality service by greeting arrivals and determining the nature of the inquiries.

COMPUTER PROFICIENCY

- Successfully handled learning software, such as Microsoft Suite, Adobe Photoshop, Adobe Illustrator, Adobe Acrobat, Intuit QuickBooks, and any other software as necessary.
- Proficiency in internet technologies, including social media platforms such as Facebook, Instagram, Twitter, and Snapchat.
- Handled projects which required knowledge of web development, as well as CMS platforms such as WordPress, Squarespace, and Wix.
- Designed logos, flyers, and other graphic design materials.
- Easily handled new software and protocols for each position held.

WORK HISTORY

Position(s) Held	Company Name	Location	Years
- Accounting Clerk - Promotional Products Estimator & Production - Coordinator - Office Manager - Receptionist	Associated Printing Productions, Inc.	Miami, FL	04/2015—01/2019
Legal Assistant	Vilar Law, P.A.	Downtown Miami, FL	01/2013—04/2015
Legal Assistant	Bofill & Vilar, P.A. & Jack Solano, P.A.	Downtown Miami, FL	06/2009—12/2012
Office & Administrative Assistant	Doral Electrical & HVAC Supply	Doral, FL	08/2008—05/2009
Office & Administrative Assistant	Gancedo Technologies, Inc.	Doral, FL	03/2009—05-2009
Administrative Assistant	Ford Engineers, Inc.	Doral, FL	03/2009—05/2009
- Office Assistant - Data Entry Clerk	Miami Children's Hospital n/k/a Nicklaus Children's Hospital	Miami, FL	07/2005—07/2007

Graphic Designer/Office
Administrator

Imagen Media Group

Miami, FL

08/2004—01/2005

Office Assistant

Miami Pain Clinic

Miami, FL

05/2004—08/2004

EDUCATION & CREDENTIALS

MIAMI-DADE COLLEGE, Miami, FL

Associate of Arts Degree in Graphic/Commercial Design, 2004

GREATER MIAMI ACADEMY, Miami, FL

High School Diploma, 2001

REFERENCES

MARIA “LOLA” HERNANDEZ

Controller, Vicky Bakery

786-217-3063

JOHN BEADEL

President, Associated Printing Productions, Inc.

786-236-2667

MARIA “TINA” HENRIQUEZ

Sales Associate, Associated Printing Productions, Inc.

954-559-1562

PATRICK VILAR, ESQ.

Attorney, Vilar Law, P.A.

305-975-3709