

PROFESSIONAL SUMMARY

Dependable and seeking opportunities to expand skills and knowledge while contributing and supporting business operations. Considered by many hardworking, resourceful, ethical and result-oriented without sacrificing details. Always thinking of ways to improve and streamline processes to benefit those on the receiving end.

SKILLS

Strategic Planning	Inventory Management	Troubleshooting
Graphic Design	Data Entry	Website Management

EXPERIENCE

Senior Administrative Support Specialist

Union County Government, Monroe, NC, Oct 2019 - Current
Language Services

- Accurately interpret in various settings and departments, such as Community Support and Outreach, Public Health, and Social Services.
- Provide written language support for effective public outreach for Community Support and Outreach, Environmental Health and Public Communications.

Administrative Proficiency

- Perform general tasks such as scanning, filing, customer service, scheduling, and phone handling to ensure the delivery of services without interruptions

Help Desk

- Worked alongside members of the IT teams to learn more about what they do and support the agency. Help desk, hardware repair/installation, troubleshooting and assisted with preparing devices for onboarding/offboarding as needed.

How I Shaped my Work Environment

- Established the concept of a group email address to provide ease when requesting language services. Worked alongside Union County IT to configure it based on business needs.
- Built a library of previously created assets to optimize workflow and efficiency.
- Programmatically wrote our support services guide for easier updating.
- Created a business flyer to replace the current County directory.

Office Administrator

Merch-A-Mart, Indian Trail, NC, May 2018 - Aug 2019
Administrative Tasks

- Managed business accounts, including transaction processing, handling of charge disputes, and reimbursements.

- Managed supply ordering, ensuring everything necessary was ordered for both inside and outside the office.
- Recruitment of personnel.
- Supervised operations and provided workers daily directions and instructions based on operational and business needs.

Customer Support

- Provided customer assistance by greeting walk-ins and offering support as needed.
- Handled incoming phone calls, offering customer service and problem resolution.

Tech Support

- Managed devices, including hardware/software installation, troubleshooting, network configuration, workstation setup, and ensured proper communication between web hosts and local systems while also serving as the point of contact for vendors.

How I Shaped my Work Environment

- Maintained and updated the website regularly.
- Implemented a numerical system for products, enhancing production efficiency.
- Established a connection between the web host and accounting software, downloading customer information instead of relying on manual entry.

CERTIFICATES

- CompTIA A+ (2023)
- Google IT Support Professional (2023)
- Emerging Leaders with UNCC (2022)
- LanguageLine Academy - Spanish/English Interpreting Skills (2020)

EDUCATION

Associate in Arts (A.A.)

SPCC, Monroe, NC

Ongoing

I CAN WRITE CODE IN

- LaTeX
- Python
- HTML/CSS

LANGUAGE

Spanish
Native

English
Advanced