**LILIANA VASQUEZ CONTA**

Urbanizacion Teranova

Cartago, Costa Rica

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1. **PROFESSIONAL PROFILE**

Graduated as Administration Science Applied in United States, and studied five years Psychology in Colombia, with more than four years of experience as a manager position with extensive experience in Human Resources and business services in different areas as recruiting and interviewing new staff and consult with top executives on strategic planning; and serve as a link between an organization’s management and its employees, customer service, purchasing, negotiation supplies, planning & control process. I have a high capacity in logistics and control processes, oriented, highly organized, efficient and skilled in variety of office support tasks. Creative, intelligent, recursive, with a great sense of responsibility and commitment, with excellent ability to interact, speak and write professionally, efficiently, and pleasantly with customers and team work in Spanish and English language.

1. **EXPERIENCE**

**LICENCIADO OSCAR VARGAS NAVARRO November 2015 – January 2016**

**(**Certified Public Accountant**)**

**Tel: 2546-1803 / 2591-8497 / 8859 - 9711**

**Administrative Assistant**

Implement clerical, financial and administrative functions. Perform the correspondence, document filing, typing and recording accounting transactions for customers and company operations as well as verify payments and accounts receivable.

**Achievements:**

* Address calls agile, friendly and efficient.
* Development database to keep updated the customer information, as well as standardizing processes
* Development specific files for updating legal documents.
* Collaborate with the payroll and social security process.
* Review the accounting documents and database client’s process.
* Continues collaboration in other tasks assigned by your manager.

**LEEPAINT LLC. September 2010 – August 2014**

**Owner/Manager**

Ability to implement clerical and administrative functions as estimates supply and equipment requirements, preparer estimates projects for customer. Negotiate with suppliers all strategic and non-strategic needs of the company to provide day to day administrative support to operation business with highly diverse administrative task and activities. Assertive resolve customer problems and employees complaints patiently. As well as manage and control each of the processes performed in order to provide customers continuous improvement of services. Demonstrate the ability to learn new organizational processes, workflows, policies and procedures with minimal ramp-up time.

**Achievements:**

• Develop process to provide effective costumer service every day to clients.

• Develop database to keep the information able to required control and standardize the services offered.

• Achieved a position as new service in responsible company with an effective human resources and quality.

• Create a formal plan with all aspects of business operations, human resources, communications and marketing.

• Run the negotiation of services and strategic and non-strategic products.

• Constant search for opportunities to improve the cost of products to ensure compliance with the key variables according to customer needs.

• Made the Industrial Safety Manual for operating heavy machinery, high impact and where the risk and danger are common to the personnel.

• Develop contingency plans for workers in how to prevent dangerous situations and how to act in the classic case to preserve the integrity of each.

**UNITELLER FINANCIAL SERVICES June 2005 – March 2010**

**Director’ s Assistant**

Managed Tellers and Head Tellers team’s calendar, plan meetings, prepare report, spreadsheets and presentations, manager record and administrative date base. Demonstrate abilities in organizing, directing, and leading others. Responsible for monitoring and assessing the acquisition of financial products offered by the company for its operation to ensure that such purchases are conducted in accordance with the regulations of the Banking Department of the United States, and instructs new employees in departmental policies and rules with adequate and appropriate quality according to the customer needs in the states of New Jersey, New York and California.

**Achievements:**

• Perform the manual human resources and corporate development functions of the partner company G Y T Continental.

• Recruiting, selecting, interviewing, orienting, training and developing the Human Resources process.

* Training the employees to customer service: “servicio de calidad hoy y siempre”, “Trabajando en equipo somos exitosos”, “todos somos gestores de cambio”.
* Link an organization’s management with its employees.
* Plan and oversee employee benefit programs.
* Serve as a consultant with other managers advising them on human resource issues, such as equal employment opportunity and sexual harassment.
* Coordinate and supervise the work of specialists and support staff.
* Oversee an organization’s recruitment, interview, selection, and hiring processes.

### Handle staffing issues, such as mediating disputes and directing disciplinary procedures with Trenton, [New Jersey Unemployment](http://www.unemploymentapply.com/NJ.html)Department.

* Plan and coordinate an organization’s workforce to best use employees’ talents.

• Locate and managed the construction of each of the stores strategically to the company.

• Managed indicators that reflect the situation at all levels in each of the stores, both in financial services as well as customer service.

**PARIS DESERT April 2003 – May 2005**

**Event Coordinator**

Order the supply kitchen according to requirements, purchase run packaging materials and raw materials for the preparation of desserts, cakes and other products. Analyze through regular evaluation the behavior and performance of the waiters, cooks and helpers; development strategic processes to improve the customer services, leadership in development and saving projects. Plan and develop each and every one of the events offered by the company.

**Achievements:**

• Approval of new suppliers in food packaging and achieving savings of 10% per year in material costs without affecting the quality of products and improving the appearance thereof.

• Implemented control inputs during manufacturing.

• Achieved develop programs to meet the cost of production of each product.

• Implemented in conjunction with the production area; production standards strategically saving labor without affecting the quality and productivity.

• Managed to reduce working capital by 10% through control in the production of finished products and the delivery time to distributor’s stores as needed the company.

• Implemented teamwork that increased the yield and performance of waiters, cooks and assistants for events and parties, which took place through adjustments in times and developing strategies to improve the quality of service.

• Achieved link suppliers with high standards of quality, delivery time and price allowing more efficient production processes necessary for the achievement of corporate goals.

• Achieved reduce costs and increase efficiency in the production plants by the methods and timing methodology processes.

1. **EDUCATION**

* **Administration Science Applied** - Mercer Community College (New Jersey, USA)
* **Psycolocogia** (5 years) - Universidad Javeriana- Seccional Cali
* English – 100% bilingual
* Microsoft Office, Power Point, Excel, PEACH 3, [QuickBooks.](http://quickbooks.intuit.com/products)
* Online Course: TLC Colombia – United States.
* Online Course: International markets.
* Online Course: Entrepreneurial Development. Module III business and management.
* Online Course: Calculation and Interpretation of Financial Report.

1. **REFERENCE**

* Licenciado Iván Morales. Tel. 8836-8205 / 2574–8022 / 2575–1203
* Licenciado Oscar Vargas Tel. 2546-1803 / 2591-8497 / 8859 – 9711
* Luis Alberto Picado Brenes Tel. 2574-5010 / 8990-8262 / 2574-8022

**LILIANA VASQUEZ CONTA**

Graduated as Administration Science Applied.