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**AURA ESTELA GUTIÉRREZ.** Colinas del Oeste. Arraiján. Calle 2. Casa 77. (507)-6374-2377 (507)6102-2525

[auraebaker@yahoo.com](mailto:auraebaker@yahoo.com)

**OBJECTIVES.** Be an instrument of support to the administrative / Receptionist area of a company in such a way that it can demonstrate my knowledge and skills with productivity and efficiency to the satisfaction and mutual growth.

**SUMMARY OF QUALIFICATION.**

* Bilingual Spanish / English.
* Recognized for ethical commitment of work and productivity. Able to do the job that requires concentration, and attention to detail.
* Energetic self-starter with a strong sense of dedication to a job well done.
* Excellent organizing and multitasking. Day-to-day work is coordinated and flows smoothly, precise production schedules that must comply with flexible deadlines.

**WORK EXPERIENCES.**

9/2011 – 2/2016 **Fall Line Testing & Inspection. Third Set of Locks Project. Panama Canal.**

* I served as liaison between management and employees on the interpretation of the English to the Spanish and vice versa, management of questions and helping to resolve work-related problems.
* Reception Area. Received and greet visitors, responding to requests and information by phone and in person.
* Control of Documents. Created, updated/review and archive.
* Maintenance Administrative and detailed procedures to improve accuracy and efficiency with the compliance of the company and legal requirements.
* Handling and processing of confidential personnel information.
* Domain of Microsoft Word, Excel, PowerPoint, Outlook.
* Co-ordination of General Services. Make quotations, requisitions, manage and receive goods, inventory.
* Responsible for the maintenance of standards of construction, electricity, water, for all offices and throughout the building of the laboratory.

4/2010 – 6/2011 **E.I. DuPont Titanium Technologies. New Johnsonville, TN (USA).**

* Scheduled, tracking, create, update/revise area SJPs (Standard Operating Procedures)
* Created and issued assignments to alert appropriate personnel of any minor process or procedure change.
* Electronic (scanned) and hard copy of training records and certifications.
* Maintained training matrices utilizing Microsoft Excel.
* Created various documents utilizing Microsoft Word.
* Issue weekly reports and some training material utilizing Microsoft PowerPoint.
* Created binders of material for events such as customer visits and training.
* Volunteered to help in company events and customer visits with preparation and activities.

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**WORK EXPERIENCES.**

10/1993–12/1995 **Family Morale Welfare & Recreation. Rodman (USA. Navy Base). Panama**

* Welcomed customers.
* Provided a prompt and efficient response to the client to provide quality service at all times.
* Effective and friendly management with clients to resolve anomalies and disagreement.
* Took orders to customers by phone and in person.
* Organized cash register.
* Worked over time in periods of grater movement.

**EDUCATION.**

TENNESSEE TECHNOLOGY CENTER(USA).

9-2008 – 9/2009 Administrative Assistant. Diploma. Waverly, TN 37185

MODESTO JR. COLLEGE. CASP Scholarship Program. Sponsor by Georgetown University.

2/1986 – 12/1998 Associate in Science. Degree. Modesto, CA 95350

ENGLISH AS A SECOND LANGUAGE. CASP Scholarship Program. Sponsor by Georgetown University.

2/1986 – 9/1988 (ESL) Certificate. Modesto, CA 95350

ESCUELA PROFESIONAL ISABEL H. OBALDÍA.

3/1983 – 12/1985 High School Diploma. Panama City, Panama.

**REFERENCES.** Robert Montalvo. Manager. Robert.montalvo@falllinetesting.com

Roberto Alvarez. GUPC Lab. Coordinator. Roberto.alvarez@gupc.pa