

Dear Hiring Manager:

Please accept the enclosed resume as an expression of interest in exploring employment opportunities with your organization. Having worked in executive offices, my qualifications and vast understanding of the importance in acting as a liaison allowing for the executives' time to be maximized as well as assisting in any way I can in order to reach the company/executives' goals.

I am conscientious in my personal and professional life. I take pride in myself and my work, and derive considerable satisfaction from doing an assignment well. I cope well with high-stress situations and can manage a variety of projects simultaneously.

My specific proficiencies and strengths include:

- Office Management/Coordinator and Microsoft Office Skills.
- Exceptional written and oral communication skills.
- The ability to maintain employee productivity and morale.
- A team player who possesses strong interpersonal and listening skills.
- A customer service professional who exhibits strong problem-solving skills.
- Proven successful experience leading change in resistive and hostile environments.
- Supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Basic creation of custom newsletters, flyers, invitations, and business cards to promote your business.

I am seeking an Office Coordinator or Account Services/Sr Administrative Assistant position that offers challenge and opportunity. I believe my background provides the skills you require for this job position. I would welcome the opportunity for a personal interview to further discuss my qualifications.

Thank you for your time and consideration.

Microsoft Office - (Excel, Word, PowerPoint, Access) • Microsoft Windows/Mac • Microsoft Outlook • HRIS System and I-9 Verification /E-Verify • Payroll Processing/PeopleSoft & ADP • Adobe/Photoshop • QuickBooks • Accounts Payable/Receivable • Web Design (Basic) • Creative Documents - (Brochures and Flyers) • Advertisement • Types 60 WPM

Sincerely,

Florentina Franklin

**Brief Profile Description:**

*Hispanic, Female, Non-Veteran, over 10 Years of Office Management/Payroll/Account Services and Administrative work-related Experience. HR/Banking & Financing/Client Services/Real Estate/School and Hospital/Clinical Atmosphere. Professional and protect employers/clients' sensitive information, great work attendance, available to work overtime or weekends when needed, experience working remotely from home with high-speed Internet. Reside in Mercerville, NJ 08619.*

Enclosure Resume

# Florentina Franklin

Address: 48 Berrel Ave., Hamilton, NJ 08619

Cell: (646) 944-0375

E-mail: [florentinafranklin@gmail.com](mailto:florentinafranklin@gmail.com)

LinkedIn: [linkedin.com/in/f-franklin-a5526b286](https://www.linkedin.com/in/f-franklin-a5526b286)

**Results-focused Business Support Professional specializes in office management, computer support, banking, marketing and sales professional, performing data entry, coordinating HR programs, assisting core administrative efforts, and providing world-class client services eager to offer 15+ years' experience toward optimizing an employer's success. Background includes: Office management, Payroll processor, Appraisal Coordinator, Information Technology, Basic Web Page Design- flyers and brochures, Advertising, E-Commerce, Internet Sales and Business Management.**

## PROFILE OF QUALIFICATIONS

- Excellent communicator who successfully interfaces with all levels of business representatives and clientele.
- Ambitious team player who plans, prioritizes, and manages multiple tasks within deadline-driven environments.
- Integral leader who seamlessly handles confidential responsibilities while maintaining high-quality service levels.
- Knowledge of mortgage regulations pertaining to real estate appraisals including Uniform Standards of Professional Appraisal Practices (USPAP), Appraiser Independence Requirements (AIR), etc.

## AREAS OF EXPERTISE

Operational Office Management	HR / Payroll Specialist	Internet Sales/ Marketing	Real Estate/Appraisal
Data Entry/ File Management	CRM Systems and IT Support	Web Page & Flyer Design	Events Coordinator/Traveling
Business Communications	Accounts Payable /Receivable	Inventory Control Purchasing/Advertising	Client Relations/Banking

## PROFESSIONAL SYNOPSIS

NADLAN VALUATION, BROOKLYN, NY AND NJ

DEC. 2016 – AUG. 2022

### ***Appraisal Coordinator.*** (Remote)

- Responsible for the ordering and review of appraisals according to bank and final inspection reports.
- Ensure and update the appraisers' documents via the Appraisal Management company's database. Processed billing inquiries, reviewed and corrected and adjusted invoices. Entered data and values within the AMC database systems according to established guidelines, to prepare for review and analysis by Appraiser.
- Responsible for maintaining the Bank approved list of appraisers. This involves obtaining updated licenses and insurance certificates. Overseas the appraisers meet the Uniform Standards of Professional Appraisal Practice (USPAP) guidelines and update appraiser's licenses and E&O Insurance.
- Reviewed, and analyzed the value on the quality of the appraisal and status the report prior to submission to the lenders/bank. Requested to order a final inspection when required by the Broker/Bank.

NYU LANGONE LUTHERAN HOSPITAL, BROOKLYN, NY

OCT. 2015 – FEB. 2016

### ***Executive Assistant– Anesthesiology Dept. (Temporary Contract)***

- Provide Administrative support for the Chair of Anesthesiology. Compose correspondence as needed, which may contain confidential information. Proofread and format documents to ensure accuracy before submission.
- Process anesthesia payments requests for patients, compile data and information to prepare receipts.
- Create and maintain schedules related to faculty, fellow, and student relations. Organize internal and external meetings, site visits via email or calendar. Screen telephone calls and visitors to resolve specific inquiries. Maintain daily OR Schedule.

FREELANCER/SELF-EMPLOYED

DEC. 2009 – OCT. 2015

### ***Web Page Designer (including: Flyers/Brochures & News Letters)***

- Volunteered and created brochures, flyers, and posters for a local church to promote and coordinate events.
- Produced invitations and professional flyers from supplied photographs with different themes and layouts.
- Implemented web page banners and advertisements for the official websites. Researched/Uploaded images and documents.
- Designed layouts and produced flyers, and monthly newsletter for private child care services that were published online website.
- Coded HTML for social media and background images. Created standard brochures, business cards to advertise and promote.

***Payroll Admin Specialist***

- Applied sharp analytical abilities toward preparing and posting semi-monthly data of high-volume employee payroll transactions, including performing accurate data entry for new hires, terminations, and address changes.
- Processed new hire and termination paperwork, along with supporting managers with the scheduling of orientations; handling all Disability and Leave of Absence paperwork; and filing and maintaining payroll files and staff documents.
- Ensured seamless daily payroll operations to guarantee proper processing of checks, including auditing payroll reports versus timesheets and inputting direct deposit and transfer requests into PeopleSoft (8.9 & 9.0).

TD WATERHOUSE BANK/TD AMERITRADE, NEW YORK, NY

OCT. 1999 – DEC. 2003

***HR Executive Assistant/Coordinator***

- Played a vital role in sustaining productive HR and administrative processes by assisting with employee checks and distribution, processing new hires and terminations, performing data entry, and supporting workshops / conferences.
- Drove productivity levels by handling a large scope of data entry, and monitoring inappropriate internal and email use.
- Assisted with regional transit checks program processes and Employee Pulse Surveys, processed benefits and ADP/Payroll data entry, managed inventory and billing, and handled details of highly confidential files and employee records.
- Assists with recruitment and interview process. Tracked status of candidates in HRIS and responds with follow-up letters at the end of the recruiting process. Contributed office management support toward assisting staff members, president, and board members including successfully handling all entertainment expenses, client and vendor relations.
- Coordinated teleconference calls, conferences appointments, meetings, and travel arrangements.
- Cost-effectively purchased office supplies, typed and distributed invoices, and managed inventory and shipping.
- Drafted and disseminated confidential business correspondence such as invoices and check requests, along with handling all customer financial deposits, transactions, and inquiries.

MTA TRANSIT AUTHORITY LAW FIRM - BROOKLYN, NY

OCT. 1998 – SEP. 1999

***Paralegal Assistant/Secretary***

- Reviewed and edited legal correspondence for grammar and spelling.
- Screened telephone calls and schedule appointments/meetings for the attorneys.
- Arranged for delivery of legal correspondence to clients, witnesses and court officials.
- Organized envelope, postage and mail correspondence for staff and management, maintained postage meter and delivery.

**SKILLS:**

Microsoft Office - (Excel, Word, PowerPoint, Access) • Microsoft Windows/Mac • Microsoft Outlook • HRIS System and I-9 Verification /E-Verify • Payroll Processing/PeopleSoft & ADP • Adobe/Photoshop • QuickBooks/Bookkeeping • Accounts Payable/ Receivable • Web Design (Basic) • Creative Documents - (Brochures and Flyers) • Advertisement • Types 60 WPM

**EDUCATION & TECHNICAL SUMMARY:****Information Technology (IT Support)– A.S. Degree (2012)****University of Phoenix, Arizona****Extensive Business Administration Coursework (2001)****BOROUGH OF MANHATTAN COMMUNITY COLLEGE****NURSING COURSEWORK (1999)****NEW YORK CITY TECHNICAL (CITY TECH) COLLEGE****CERTIFICATION/COURSES:****Certified MS Office/Administrative Assistant****ASA College (Advances Software Analysis)****The Uniform Standards of Professional Appraisal Practice****National USPAP Real Estate Appraisal Course****CPR Certification – (First Aid/AED) – Adults/Children****American Heart Association****QR Code (PDF Resume)**