

Ann Marie Rios

Cell: (760) 899-0842 - amrios1991@hotmail.com

ADMINISTRATIVE/EXECUTIVE Professional

A dynamic bilingual (Spanish) Business Administration graduate and professional with demonstrated success in identifying, scrutinizing, and streamlining complex work processes that provide effective solutions that positively impact the business. Resourceful leader and team player able to bring diverse viewpoints to a productive consensus. Knowledge and experience in the following concepts: continuous improvement, visual management, standardized operating procedures (SOP) and standardized working instructions (SWI). Experience in corporate office environments. Highly effective in motivating and directing employees. Key competencies include:

*Skilled in MS Office, Windows, Excel, Outlook
ERP Systems, GMP Knowledge
Account Maintenance, Auditing Data
Office Management, Purchasing Experience*

*Product Training and Placement
Supervising and Directing Employees
Process Development & Implementation
PMP, Lean & Agile Certified, Research and Analysis*

PROFESSIONAL EXPERIENCE

Gilead Sciences (La Verne, CA)

****Pharmaceutical manufacturing company****

Administrative Coordinator

January 2020 – March 2020 *Temporary*

- Provides administrative and clerical support to the QA Training Department.
- Supporting a site-wide project to convert paper processes to electronic in Training Compliance system.
- Tracks and verifies data using a variety of software to conduct data entry and sorting of information.
- Manipulates Excel spreadsheets into different sorts and formats and works within Word as well.
- Gathers, collects, records, tracks, and verifies relatively complex data and information from multiple sources.
- Strong computer skills, ability to stay focused and task oriented.
- Work on multiple projects at a time.
- Experience in Good Manufacturing Practices.

Programs Used: GxP, GxP Learn, Excel, Outlook, Track Changes

L&L Candle (Brea, CA)

****Manufacturing company that manufactures electric candles****

Coordinator/Executive Assistant

June 2019 – October 2019 *Temporary*

- Developed and implemented a new Customer Service Process which saved the company up to \$5,000 a month.
- Implemented administrative systems, procedures, and policies: Employee handbook, travel, and holiday policy.
- Researched and analyzed data for Marketing and Sales departments.
- On-site HR representative and assisted in completing new hire paperwork.
- Supervised administrative staff.
- Purchased and procured equipment daily.
- Finding new vendors and suppliers.
- Maintained employee, financial, and client records.
- Work on multiple projects.
- Facilitated interdepartmental communications and interactions between internal and external parties.
- Assisted with special projects, such as process improvements and budget development.
- Reconciled CEO's monthly bank statements.
- Coordinated CEO's monthly itinerary and travel arrangements.
- Coordinated the general operations of the office.

Programs used: Acumatica, Trello, Asana, Monday.com, Excel, PowerPoint, Outlook, SharePoint

Vogelsang USA (Palm Springs, CA / Remote)
****German manufacturer of pumps and grinders****

Accounting Specialist

October 2018 – June 2019

- Provide accounting and clerical support to the accounting department with accounts payable and accounts receivable transactions.
- Prepare bank deposits, general ledger postings and statements.
- Reconcile accounts and daily entry of financial transactions.
- Input invoices for payment and receive payment via checks or wire transfer.

Executive Purchasing Specialist

June 2016 – October 2018

- Purchase of external goods/services/raw materials.
- Maintaining inventory and stock, production planning and scheduling.
- Researching pricing and forecasting lead times for national vendors and international manufacturers.
- Creating and managing purchase orders.
- Communicating with vendors and managing invoice payments.
- Logistic analysis of international and national lead times via Ocean, Air and Ground.

Office Administrator / Executive Assistant

June 2016 – June 2019

- Managed the office in the Palm Springs location.
- Provide executive level assistance to C-suite executives as well as to various departments in the company.
- Have assisted and worked with the managers of Accounting, Purchasing, Marketing, Parts Management, Inside Sales, and was a support for our VP of Operations, VP of Sales and President.
- Work closely with the President of the company, managing schedules, arranging conference calls and meetings as well as coordinating travel arrangements.
- Provide administrative assistance and support to company personnel.

Programs used: ProAlpha, Salesforce, Excel, Concur, Egencia, Outlook, Microsoft

E-Commerce Trade (Indio, CA)

****E-Commerce company that acts as a middleman between manufacturers and online retailers, focusing on Home Décor. ****

Returns Manager

January 2014 – June 2016

- Developed and implemented a new process for all returned merchandise.
- Developed and implemented a quality control process for all returned merchandise.
- Analyzing and approving all returns that arrive in the facility.
- Creating and issuing credit memos to vendors and merchants.
- Creating and issuing debit memos when needed.
- Analyzing remits and confirming transactions and pricing for accounting purposes.
- Point of contact for all E-Commerce returned items.
- Verified that information in the computer system was up-to-date and accurate.
- Organized billing and invoice data.
- Research, write, and onboard product details to e-commerce retail sites.

Programs used: Great Plains, Excel, Photoshop, Onboarding Dashboards for the following: Home Depot, Home Depot CA, Lowes, Amazon, Overstock

Commercial Lighting Industries (Indio, CA)

****Retail company that sells lighting fixtures. E-Commerce Trade began within this company****

Data Entry Specialist (E-Comm Department)

October 2012 – January 2014

- Account manager for Home Depot CA.
- Verified that information in the computer system was up-to-date and accurate before uploading the spreadsheets so that the items could be sold.
- Verified and logged in deadlines for responding to daily inquiries.
- Addressed customer questions and concerns regarding products, prices, and availability.

Programs used: Great Plains, Excel, Onboarding Dashboards for the following: Home Depot CA

EDUCATION & CERTIFICATIONS

Bachelor of Science in Business with a specialty in Business Administration
Capella University

10/2014 – 10/2018

Coursework includes Accounting, Finance, Marketing, Leadership, and Project Management training.

PMP Certified: UC-UV629FWE, ude.my/UC-UV629FWE

11/2019

Agile Certified: UC-R626BMSL, ude.my/UC-R626BMSL

11/2019

Supply Chain Certified: UC-787EBAMO, ude.my/UC-787EBAMO

11/2019

Lean Management Certified: UC-M1U98PJH, ude.my/UC-M1U98PJH

11/2019

TECHNICAL SKILLS

Fully Bilingual in English and Spanish
Excellent Verbal and Written Communication Skills
Excellent Computer Skills: Google Programs, Microsoft, PM Tools
Executive Assistant to C-Level Executives

Type 65 wpm
Detail Oriented
Customer Service Oriented

INDUSTRY KNOWLEDGE

Knowledge and experience in the following industries:

- E-Commerce (E-Commerce Trade)
- Manufacturing (Vogelsang USA, L&L Candle)
- Home Décor (E-Commerce Trade, L&L Candle, Commercial Lighting Industries)
- Lighting (E-Commerce Trade, Commercial Lighting Industries)
- Customer Service (E-Commerce Trade, Vogelsang USA, Commercial Lighting Industries, L&L Candle)
- Retail (E-Commerce Trade, Commercial Lighting Industries, L&L Candle)

Linked-In: <https://www.linkedin.com/in/ann-marie-rios-7a1586b9/>

Professional References: Ann Marie Rios

Lisa Marie Basilio

Sr. QA Trainer at Gilead Sciences

Relationship: Former Supervisor

Email: LisaMarie.Basilio@gilead.com

Johnny Yang

CEO at L&L Candle

Relationship: Former Direct Supervisor

Phone: 310-893-9992

Email: johnny.y@llecandle.com

Kathy Li

Accountant at L&L Candle

Relationship: Former Colleague

Phone: 626-320-7886

Email: kathy.l@llecandle.com

David Quam

HR Director at Vogelsang USA

Relationship: Former Colleague

Phone: 818-207-9220

Email: davidq@vogelsangusa.com

Tasha Meyer

Supervisor at E-Commerce Trade

Relationship: Former Supervisor

Phone: 760-641-6084