

# Sabrina Serrato

## Administration

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#readytowork

## Work Experience

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### Director of Administration

Homeland Property Preservation and Inspection - Pasadena, CA

December 2019 to Present

- Manage day to day preservation on foreclosed properties
- Coordinate residential home repairs and maintenance projects
- Source subcontractors and internal employees
- Facilitate training programs and areas for improvement
- Review and recommend areas for efficiency
- Manage payroll, vendors, and property relations

### Administrative Assistant/Bookkeeper

Segray Eagle Rock - Los Angeles, CA

September 2019 to October 2019

- Manage and maintain Quickbooks
- Train team on use and implementation of Quickbooks
- Create and implement new employee on-boarding process
- Create new family on-boarding process
- Create and generate all company documents for ongoing usage
- Set up and connect communication system and process
- Manage vendors

### Office Manager

AirFind, LLC - Santa Monica, CA

September 2017 to July 2018

- Managed 4 international offices for a team of 40 employees and contractors
- Executed all recruiting and scouting efforts for technical and non-technical employees
- Facilitated all onboarding and employee orientations
- Managed and tracked expenses across all offices
- Planned and coordinated internal events and activities, internationally and domestically
- Managed vendor relations and sourcing
- Maintained all facilities support including, but not limited to; landlord relations, site maintenance, and telecom requests
- Owned monthly budget for employee incentives, perks, and meals
- Formulated and implemented policy and procedures
- Managed benefits administration and relationship with real estate and insurance brokers

## **Office Manager**

Uptown Treehouse - Los Angeles, CA

July 2014 to September 2017

- Managed and maintained QuickBooks and all financial records.
- Created several programs internally to facilitate a creative and innovative work environment while empowering employees to positively recognize the efforts of others
- Reviewed, interviewed, and onboarded all new employees and/or contractors
- Managed payroll and benefits for all employees and/or contractors
- Formulated company Paid Leave program
- Facilitated all internal and external company events
- Triaged all incoming correspondence on behalf of 10-25 employees including C-Suite Executives.
- Initiated and implemented all Administrative processes and procedures including an HRC, employee recognition program, time tracking CRM, and an employee growth program
- Reviewed and collaborated on all legal documents.
- Represented as the liaison for paid legal counsel and executive team
- Entrusted with signing powers on all bank and credit accounts with additional company card permissions

## **Office Administrator**

Real Property Appraisals - El Monte, CA

August 2012 to July 2014

- Maintained reports of property appraisals including drafting building diagrams
- Tracked and monitored pricing in the real estate market
- Estimated obsolescence, construction cost, and resale value
- Analyzed other pertinent factors needed to establish appraised values by the appraiser

## **Senior Account Executive**

Video Monitoring Services of America, LLP - Los Angeles, CA

January 2006 to August 2011

- Managed 600 accounts daily, while upselling and cold calling new prospects
- Proposed and closed contracts of over \$500,000 per annum
- Liaised between the VP of News Sales and clients to renew and close contracts
- Trained and mentored all new employees in the sales division, in all markets across the US
- Assisted in the creation and implementation of policies, procedures and guidelines
- Acted as the liaison between executive team and IT in order to create, beta test and implement new proprietary software to be used for order process, orders and returns, by the company as a whole
- Featured as a writer in the first social media campaign via an official company blog for various digital platforms

## **Member Service Representative**

Certified Federal Credit Union - Commerce, CA

February 2004 to April 2005

- Performed cash transactions for customers while cross selling additional services to generate revenue for stakeholders
- Accepted and dispersed cash deliveries from the U.S. Treasury as well as ATMs
- Acted as substitute Assistant Vault Manager

## **Receptionist/Administrative Assistant**

PACE Westlake WorkSource Center - Los Angeles, CA  
August 2000 to August 2002

- Profiled and tracked all clients
- Maintained the schedule of twenty-five staff members including the Assistant Program Director
- Trained in CQI/TQM principles using Malcolm Baldrige criteria
- Dispersed confidential supportive services to clients to assist in their search for employment

## Education

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### **MBA**

University of Phoenix - Pasadena, CA  
2007

### **Bachelor of Science**

University of Phoenix - Pasadena, CA  
2005

### **Associates of Arts**

Mount San Antonio College - Walnut, CA  
2000

## Skills

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- Billing
- Accounts Payable
- Quickbooks
- Payroll
- Scheduling
- Receptionist
- Data Entry
- Microsoft Office
- Microsoft Excel
- Typing
- Mac OS (Less than 1 year)
- PC (10+ years)
- Bookkeeping
- Front Desk
- Front Office
- Office 365
- Office Admin
- Expense Management
- Sourcing
- Benefits Administration
- Vendor Management
- Human Resources
- Project Coordination
- Pricing

- Software Testing
- CRM Software
- Budgeting
- Time Management
- Office Manager Experience
- Microsoft Outlook
- Accounts Receivable
- Microsoft Word
- Customer Service
- Microsoft Powerpoint
- Negotiation

## Awards

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### **Tournament of Roses Royal Court**

September 1995

## Certifications and Licenses

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### **Mandated Reporter**

September 2019 to September 2021

## Assessments

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### **Office Manager — Highly Proficient**

August 2019

Scheduling and budgeting.

Full results: [https://share.indeedassessments.com/share\\_assignment/axu0tx3clvyk4ocf](https://share.indeedassessments.com/share_assignment/axu0tx3clvyk4ocf)

### **Project Management Skills: Time Management — Highly Proficient**

October 2019

Prioritizing and allocating time to effectively achieve project deliverables.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/e07b0abe3f1b50e73cd3a88c930e71e8eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/e07b0abe3f1b50e73cd3a88c930e71e8eed53dc074545cb7)

### **Spreadsheets with Microsoft Excel — Highly Proficient**

August 2019

Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/aed2fdac5e7b312b415cc5a3e9e580c8eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/aed2fdac5e7b312b415cc5a3e9e580c8eed53dc074545cb7)

### **Accounting Skills: Bookkeeping — Highly Proficient**

August 2019

Calculating and determining the accuracy of financial data.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/4f3ecaba5cc5970fbd72779c3cb6072ceed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/4f3ecaba5cc5970fbd72779c3cb6072ceed53dc074545cb7)

### **Administrative Assistant — Highly Proficient**

August 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/687c839c0bbf8fa22158ce74e626ef4eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/687c839c0bbf8fa22158ce74e626ef4eed53dc074545cb7)

### **Receptionist — Highly Proficient**

August 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/143ddfa9770a8836bd82974318f842b6eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/143ddfa9770a8836bd82974318f842b6eed53dc074545cb7)

### **Working with MS Word Documents (Basic) — Highly Proficient**

August 2019

Basic Word techniques, including the use of tools to format or edit text.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/42c03cf221f7e59be0a70373a819a6d5eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/42c03cf221f7e59be0a70373a819a6d5eed53dc074545cb7)

### **Sales Skills: Influence & Negotiation — Expert**

August 2019

Using influence and negotiation techniques to engage with and persuade customers.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/ac48555fde665081d6f4eeb7f35bab53eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/ac48555fde665081d6f4eeb7f35bab53eed53dc074545cb7)

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