**Vernell Carpenter**

101 E. Julian St. #12 San Jose, CA 95112 408-838-8422 [Cali\_sunshine42@yahoo.com](mailto:Cali_sunshine42@yahoo.com)

**Objetive**

**Obtain a permanent position with a company** allowing for a parlay of demonstrated organization, problem solving, customer service, communication, and administrative support skills.

**Profile**

**Motivated, personable with strong communication skills, detailed oriented,** and provide excellent internal and external customer service. Talent for multitasking and quickly learning technology. Diplomatic and tactful with professionals at all levels. Accustomed to handling time sensitive documents, prioritizing, and completing projects. Demonstrated history of problem solving, informational tracking and meeting deadlines.

**Flexible and versatile able to stay poised maintain positive outlook and attitude when under pressure.** Highly organized with demonstrated ability to work accurately with hectic and quick turnaround changes. Thrive in projects with deadline driven environments.

**Skills Summary**

Document Control Computer Savvy General Office Skills

Written Correspondence Customer Service Proof Reader

Logistic Coordinating Scheduling Administrative Support

Data Input Inventory Control Front Office/Front Desk

**Computer Skills**

Microsoft Word Adobe Yardi

Microsoft Excel Blue Beam Gnosis

Outlook c.doc’s Win-Web

**Employment History**

Office Team - San Jose, CA 9/2015 to 11/20/2015

(Contractor for Clean Harbors Environmental Service)

**Administrative Assistant/Logistics Coordinator**

Ensuring the accuracy, tracking, and processing of all technical billing and administrative information. Reviewing paperwork for schedule jobs. As the backup for the Regional Logistics Manager, performed dispatch scheduling, overviewing and approving drivers worksheets for payroll. Review and input driver’s daily logs, trip and dispatch. Input dispatch data, delivery of materials and supplies along with day to day duties.

Infinity Staffing - San Jose, CA 12/2013 to 7/2015

(Contractor for Rosicrucian Order, Egyptian Museum and Park)

**Membership Services and Fulfillment Coordinator**

Administrative responsibilities include writing, updating, and editing procedural manual. The proofreading of printed publications such as Monographs/lesson booklets, digests, magazines, flyers. Provided follow through with vendor on printing process for distribution. Coordinated, processed and overviewed quality control of the shipping and receiving for fulfillment and distribution of domestic and international shipments. Over saw inventory control and purchase orders for Amazon FBA and Amazon Advantage fulfillment centers. Responsible for postal functions, maintain shipping and receiving logs and records. Responsible for quarterly and year-end inventory, coordinating the replenishment of Rosicrucian Park/Museum, and New York Cultural Center request for promotional materials. Ensured exceptional service for the members, guest, and online customers.

Ultimate Staffing - San Jose, CA (Contractor for Turner Construction) 11/2012 to 9/2013

**Document Control Assistant**

Responsibilities included the printing, filing of incoming electronic and manual RFI’s, and the posting of in permit sets. Assured documents for the Owner of project, Project Managers, Engineers, and Subcontractors were in order and processed accordingly. Operated Cannon and Kip Plotters/Scanners for new drawing and designs. Within accomplishing these day to day tasks took on further responsibilities to include the posting and redlining of electronic RFI’s, ACD’, and ASI’s. Assisted superintendents and engineer teams with time sensitive projects, getting documents current and maintaining current permit documents for RFI’s and ACD’s.

Ultimate Staffing - San Jose, CA (Contractor for Neophonics) 8/2012 to 10/2012

**Accounting Clerk**

Supported the Director of Accounting and accounting team with day to day activities and distribution of payments to vendors. Coordinated new filing system and assisted with weekly and monthly reports.

Office Team - Santa Clara, CA (Contractor for Become.com) 3/2012 to 5/2012)

**Front Desk/Administrative Support**

Maintained conference room schedules, greet visitors, answer and screen switchboard calls. Coordinated inbound/outbound packages for FED-Ex, UPS, incoming mail and the ordering of daily lunches for employees, and client meetings. Ordered, stocked, and maintained weekly Costco and office supplies. Assisted Human Resource department with new hire packets, maintained vendor and HR files on company hard drive and, related day to day duties.

Office Team - Santa Clara, CA (Contractor for WhiteHat Security) 2/2012 to 3/2012

**Customer Service Representative**

Responsible for contacting international and domestic customers and ensuring their IP address change with company was successful. Answered questions accordingly and referred customers to correct Account Manager for any related problems which may have occurred with the new changes.

Housing Authority of Portland (**HAP**) - Portland, OR (5/2011 to 9/2011)

**Promoted to Assistant Property Manager (APM)**

Received potential public housing resident applications for the elderly and disable. Responsible for the input and updating of applications. Managed applicant wait list, collect and send proper documentation to screening company ,provide results to Property Manager (**PM**), and assist with move-ins. Assisted in the planning, and coordinating of community-build functions. Show vacant units and provide applicants with information on apartment community amenities. Prepared, reviewed, processed, and completed documents for annual and interim residents. Reviewed and verified purchase orders and invoices. Collected and processed resident’s rental payments. Accept, input, processed and closed out maintenance work orders. Composed and distributed community flyers, notices and newsletters. Meet with residents’ to identify and assess concerns, grievances, complaints and acted on to resolve issues or referred out to appropriate personnel staff member. Provide assistance and back up for other APM’s.

Housing Authority of Portland (**HAP**) - Portland, OR (10/2010 to 5/2011)

**Promoted to Office Assistant II**

Brooks Staffing - Portland, OR (Contractor for **HAP**) (10/2010 to 5/2011)

**Office Assistant/Interim Assistant Site Manager**