

# Vanessa Torres

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## Summary

Bilingual professional with strengths in corporate support, and customer service. More than 12 years of valuable experience in the Banking/Finance industry, Information Systems and Accounting.

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## Education

### **University of Puerto Rico – San Juan, PR,**

B.S. in Business Administration with major in Computer Information Systems and Accounting

- GPA: 3.13/4.0

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## Work Experience

### ***Genesis Healthcare, LLC*** –Riverview, FL

- HR Specialist (2013 to Present)
- Maintenance of all HR files in compliance with Medicare Standards.
- Contacting applicants, scheduling interviews and completing all the process of hiring office and field employees.
- Follow up of all field employees credentials up to date (professional licenses, CPR cards, auto insurance, vaccinations, etc.).
- Background checks
- Following the Administrator's work agenda.
- Preparing Marketing and company official communications.
- Assisting in language translations (Spanish to English) with patients and their relatives that do not speak English.
- Verification of Nurses Notes' to be compliant with Medicare Standards.
- Answer phones and direct all incoming calls to appropriate party promptly and efficiently
- Communicate and handle incoming and outgoing electronic communications on behalf of agency staff
- Payroll preparation for field employees.
- Payroll preparation for Therapy contractors.

### ***Fortis College*** – Tampa, FL

- Executive Administrative Assistant/ Enrollment Coordinator, (2011 - 2013)
- Answer phones and direct all incoming calls to appropriate party promptly and efficiently
- Communicate and handle incoming and outgoing electronic communications on behalf of school staff.
- Assist all Program Directors with preparation of presentation materials.
- Prioritize and manage multiple projects simultaneously, and follow through on issues in a timely manner.

- Work closely with the school staff, and Campus Director to coordinate and launch hard copy or email campaigns to students, clients and potential students.
- Be responsible for heavy calendar management, requiring interaction with both internal and external executives and assistants as well as staff and faculty, to coordinate a variety of management meetings.
- Creation of statistical reports to Admissions department helping them address their efforts to comply with budgets.
- Developing electronic procedures to substitute manual processes where collaboration was the more efficient way to accomplish department goals.
- Coordinate and follow up with all the enrollment requirements for the different programs offered. Verification that every application is complete and in compliance with the requirements, following up with the applicants bring all the documents needs in a timely manner.
- Coordination of Orientation Day for every class start.
- Creation of all academic files with their correspondent documents following all the compliance standards from corporate and Florida Department of Education.
- Support Re-enrollment applicants to fulfill all their requisites to their re-integration to school in a successful way.
- Responsible with the presentation of applicant files to the Nursing/Admissions Acceptance Committee. The files has to be complete and in compliance with corporate rules.
- Advanced knowledge of MS Office applications (Word, Excel, Power Point, Access, Outlook).

**Hillsborough County Public Schools (Gibson Elementary)–** Gibsonton, FL

- Paraprofessional (ESE aide), (2008 to 2011)
- Teacher aide in different grade levels (pre-k to 5<sup>th</sup> grade)
- ESE aide. Supporting the teacher at different classroom with students with different behavioral conditions.
- Substitute Teacher

**Amerilife –** Lake Mary, FL

- Apex Systems Consultant- Senior Programmer, (2007 to 2008)
- Interactive and batch programming changes for health insurance systems.
- CLP programming and report programming.
- Periodically modifications and enhancement to programs as requested by departments.

**Metavante Banking Solutions –** Lake Mary, FL

- Consultis Inc. Consultant- Senior Programmer, (2006 to 2007) Participation in the implementation of changes for an upgrade of Banking software release in MVS and AS400 platforms (COBOL and DB2).
- Analysis, coding, testing and implementation of the new features of the software.
- Interactive processing, batch processing and reporting programs were coded or updated.
- CLP programming was developed or updated with the new programs for the daily batch procedures.
- Creation of new physical and logical files, display files, queries and reports.
- Conversion of COBOL mainframe programs to COBOL/400.

**EVERTEC, Inc** - San Juan, PR

- Senior Programmer, (1994 to 2006) as part of the Programming department (at a banking industry service company), worked at the Payment Processing group. The payments from bank customers were received through midrange computer AS/400, servers and a Tandem system. Payments were validated in the AS/400 before sending them to the mainframe system's end processing applications.
- Analysis, coding, testing and implementation of all the interfaces with mainframe applications.
- Submissions or remote job entry jobs (RJE) from AS/400 towards mainframe applications.
- Data communication interfaces coded using different protocols like TCP/IP, RJE, dial-up communications BSC, ASync. Client Access, TCP/IP Socket Programming.
- Participation of the contingency disaster recovery tests in our hot site in U.S. annually for the critical bank applications.
- Developed a complete system that allowed the bank receive utility payments from individuals in remote stations. The payments were transmitted via a dial up connection. Once in the our site the transactions were verified, balanced and sent to the application on mainframe that will transfer the funds to the utility company respectively and the transactions for that company were reformatted (in their requested lay-out) in a new file for them to post them in their own systems.

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**References upon request**