

# CLAUDIA MENDEZ

## CONTACT:

(602) 614-6920

Cmendez.cm42@gmail.com

4221 W Dunlap Ave, Apt #145

Phoenix, AZ 85051

## PROFESSIONAL SUMMARY:

Hopeful to gain employment as an executive assistant. I would love the opportunity to work for a company that will help expand my capabilities as a professional as well as a person. I have 13 years experience, am bilingual, problem solver, very motivated, great skills with customer service, and have the adaptability to hand high demands.

## SKILLS:

- Billing and coding
- Bilingual
- Data management
- Set appointments
- Administer payroll
- Multitasking
- Attention to detail
- File updating
- Problem-solving
- Verbal communications
- Customer Relations
- Networking

## EXPERIENCE:

### ADMINISTRATIVE ASSISTANT

Feb 2008—Oct 2020

*Woodgrain Distribution—Phoenix, AZ*

- Worked on special projects, taking the lead on important project initiatives.
- Assisted the company in preparing proposals for new business, including editing and collating.
- Answered incoming calls and directed messages to the correct party.
- Supported front office staff by providing word processing of correspondence and reports.
- Scheduled meetings and assisted in making travel arrangements.
- Prioritized and managed multiple tasks and completing priorities in servicing requests from senior managers.
- Maintained payroll accuracy by tracking time, calculating extras such as commission and updating forms.
- Maintained an efficient office environment by skillfully routing incoming and outgoing mail.
- Organized conferences and special events, including setting up the catering and preparing all supporting materials.
- Documented payments and expenses to keep financial records current.
- Kept inventory levels optimized and supplies organized for forecasted demands.
- Collaborated well with team members to carry out daily assignments and achieve team targets.
- Consulted with customers to understand desires and suggest best products to meet needs.
- Ordered, organized, and rotated supplies.
- Filed records to keep system efficient and information organized.

### SHIPPING & RECEIVING SUPERVISOR

Jan 2003—Jan 2008

*Performance Team—Norwalk, CA*

- Determined team targets and implemented plans to achieve goals at individual and group levels.
- Satisfied customers' requests every day with fast, friendly, and knowledgeable support for their needs.
- Met targets consistently by working hard and with strong attention to detail.
- Prevented service delays by effectively using slow periods to get ahead of routine tasks such as restocking supplies.
- Protected business from unnecessary liability by carefully following security and safety standards.
- Helped managers improve area operations by sharing customer feedback and contributing new ideas.

## EDUCATION:

High School Diploma June 1993

Centennial High School—Los Angeles, CA