**PremierCounseling and Wellness** St. Petersburg FL

Office Assistant Feb/19-Present

* Processing and verifying insurance invoices with Cigna, Humana, Aetna and Blue Cross Blue Shield.
* Verifying check deposits and payments through Bank of America mobile banking and QuickBooks.
* Matching incoming insurance payments to the appropriate patient accounts using Therapy Notes, Microsoft Excel, and Availity Insurance Claims.

**In Balance Accounting/ Miksch and Company** St. Petersburg, FL

Office Assistant Nov/18-Jun19 Seasonal

* Updating and maintaining rental property documentation and maintenance information using Appfolio, including maintenance request and work orders.
* Organizing, maintaining, and verifying invoices for clients of In Balance Accounting in order to process payments.
* Managing and maintaining client’s files digitally via Dropbox, Google Docs, One Drive, and remote hard drive access capabilities.
* Setting up, maintaining, and organizing office files alphanumerically.
* Contacting clients via phone, email and Smart Vault to obtaining tax documentation and notify about income tax information and documentation as needed.
* Updating and maintaining rent roll spreadsheet with Microsoft Excel.
* Reception coverage along with client meet and greats.

**WepaCocina De Puerto Rico** St. Petersburg FL

Kitchen Staff Feb/19-Jun/19

* Installing and setting up restaurant POS Square system.
* Assisting with labor on the construction of restaurant, this includes: Painting, Installing WIFI, Televisions cable and video surveillance equipment.
* Prepping meals for the week,
* Inputting menu items, pricing, and floor plans into the POS system.

**Brooklyn Pizza Company** Seminole FL

Prep Chef/Marketing Assistant Mar/17-Nov /18

* Preparing and organizing grill station for the day chef (Cutting vegetables, meats, sautéing stakes, and Chicken breast along with breading zucchinis, chicken tenders,onion rings, and making homemade meatballs).
* Designing Menus, Flyers and other marketing materials with Speedy Graphic Designs.
* Using POS IQ to target valued customer and sending promotional materials to encourage more business.

**AmeriCorps Internship for Career Source Pinellas** St. Petersburg FL

GED Instructor- Youth Advocate Apr/15- Mar/16

* On-Site Youth Advocate for the Florida CareerSource facility location on 34th street south St. Petersburg.
* Assisting young adults with Resume Writing, Job search and State funded programs for financial and healthy living sustainability.
* On-Site GED Instructor for the Youth Build Program at the St Petersburg Sanderlin Center.

**Henry Street Settlement** Manhattan NY

Administrative Assistant Jan/2015-Jun/2015

* Assisted with S.E.S. Grant Certification with compliance of online data submission.
* Coordinated with the Queens World Film Festival in order to create the Young Film Makers Project.
* Organizing student’s files for easy and remote accessibility with DropBox and Microsoft OneDrive, transferring documents form hardcopies to digital copies.

**Learning through the Expanding Arts Program** Bronx, NY

Administrative Assistant Dec/2012-Dec/2014

* Mentoring teenagers with a shared interested in the Creative Arts to better assist with artist project such as Painting, Poetry, Music Production and Performing Arts projects.
* Developing a college readiness program for the high school volunteers of the LEAP program.
* Assisting the site director with the day-to-day operation of the L.E.A.P. location at the Jordan L Mott JHS 022. Including but not limited to updating S.E.S. grant information, attendance Maintenance, and afterschool activity programs.

**Vitalicious.Inc** Manhattan, NY

Customer Service Rep/ Project manager (CRM Implementation) Dec/11-Nov/13

* Constructed CRM Dashboard to reflect company Revenue Intake, Charge Backs, Product Demand, Customer History, Product inventory and Back Order Dates.
* Digitally archiving marketing material cataloged by ROI’s and dates.
* Analyzing Analytical data, with Woopra and Google Analytics in order to better target potential customers.
* Assisted with collaboration projects with marketing firms“Last Exit” and “Crier PR agency” to create dynamic marketing strategies for new product launches.
* Generating reports using Microsoft Excel to filter information that was requested. Prices, dates, customer’s names, address, order returned, total cost for the day/ month and year, etc.

**Cowtan and Tout** Manhattan, NY

Territory Manager/ Customer Service Representative Jan/11-Dec/12

* Managed showroom performance including, but not limited to; Order Status, Accounts Receivables, and New Product Updates with SB Client operating system.
* Provided customer service tasks including, but not limited to, informing customers on product maintenance, serving as person of contact for customer inquiries, and processing credit card transactions.
* Managed orders placed through the corporate office in New York using the SB client OS.
* Lead showroom and tradeshows on textile updates and fabric maintenance.

**Ikon Office Solutions**  Manhattan, NY

Onsite specialist at the Thompson and Hine Law Firm Feb/10-Dec/10

* Using Microsoft Outlook to maintain office schedule for attorney meetings and office events.
* Setting up video and audio equipment for web conferencing, using Skype, Wedex, GotoMeeting with potential clients and other attorneys.
* Sort and distributed incoming and outgoing mail.
* Covering reception when needed, this was often, with a 12-line phone system.

**United States Navy** Groton, CT

USS Annapolis SSN 760 Aug/06-Oct/09

Submarine Yeoman (*Administration Officer*)

* Organized and maintained service records for crewmembers of the USS Annapolis.
* Constructed and distributed safety procedures for foreign port visits.
* Created protocol for emergency evacuation and trained crewmembers aboard the Annapolis per Captains directions.
* Drafted correspondence for the Captain and officers of the USS Annapolis.

**Education:**

* **St Petersburg College** Present

Developmental Psychology/ International Business Major

* **Argosy University** 2017 Anthropology AA Degree

* **Berkeley College (CUNY)** 2006 Business Administration Certification

**Freelance Web Design**

* [www.DaTicketPliug.Com](http://www.daticketpliug.com/)

Da Ticket Plug was a website that allowed customer to purchase events tickets to nationwide events via ticket master.

* [www.ProvisionConsulting.Co](http://www.provisionconsulting.co/)

Provision Consulting was a business-consulting firm.

* [www.WaterNotesBaby.com](http://www.waternotesbaby.com/)

Water Notes Baby was an e-commerce website that allows artist, Robin Washington to display and sell her original works to the publicc.

* [www.YouthsUnleashedTampabay.com](http://www.youthsunleashedtampabay.com/)

Youths Un-Leashed is a youth employment training organizations that provides employability skills to young people.

**Programs that I am proficient:**

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| --- | --- |
| Microsoft word Microsoft Excel Microsoft Outlook Power Point Serif Webplus 8x (Discontinued) Serif Drawplus 4 DreamWeaver Furity Loops 9 SB Client  | ATLAS OSST Appfolio Smart Vault Therapy Notes Quick Books BOA Mobile Banking POS Square Restaurant Woopra Analytics Google Analytics |