1255 Blythe Ferry Rd NE #4 Phone (347) 322-0892
Cleveland, TN 37312 Castro.claudia0102@gmail.com

# Claudia Castro

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**Skills**

Fluent in Spanish, written and orally
Good team worker, multi-tasker, and fast learner
Experienced in customer service, management and communications
Proficient in Microsoft Office: PowerPoint, Word, Excel and Publisher
Knowledgeable in QuickBooks software
Knowledgeable in AutoCAD software

**Education**

SUNY Empire State College 2012-2014
*AS in Business, Management and Economics with a concentration in Finance*

Zebulon B. Vance High School 2007-2011

**Experience**

**Execution Specialist**
Nov 2012- Sept 2014 *SMS Advisors* Charlotte, NC

- Collaborating with project managers in expense management needs, data entry and analytics, management of financial portfolios and creation of reports and presentations
- Contribute to overall execution of business strategy, process and planning for various clients
- Supporting administrative and front desk duties including customer follow up, outreach and coordination of schedule and meetings
- Assisting training coordinator in coordination of supply chain trainings and educational content
- Coordinating travel arrangements and managing travel expenses
- Responsible for business process mapping, organizational structure and procedure writing
- Responsible for accounts receivables and accounts payables

**Manager**
June 2011- Dec 2012 *The Dog Salon* Charlotte, NC

- Responsible for hiring, training and supervising bathers
- Advertising and organizing events to attract more clientele
- Assisting customers and their dogs in dropping off and picking up, and answering to any questions or concerns
- Answer phones and schedule appointments
- Multi-tasking constantly from helping bathers and groomers, and assisting at front desk

**Bilingual Interpreter**
2010-2011 *Amay James Pre-Kindergarten* Charlotte, NC

- Volunteered in assisting teachers in communicating with Spanish speaking parents/guardians during Parent-Teacher conferences