

# FANNY ELIZABETH LLAPA

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## ADMINISTRATIVE POSITION

### Objective:

I am seeking a administrative position to provide the company with all my knowledge and experience, to offer the best service to the customers and co-workers in order to achieve advancement and growth for the company.

### Job Skills:

- Experienced in working in a customer service field.
- Good communication skills to make good interaction with customers.
- Strong numerical ability and typing speed.
- Customer satisfaction is my orientation.
- Proficient with MS Office Suite and QuickBooks.
- Capable for problem solving.
- Excellent math skills.
- Bilingual

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## PROFESSIONAL EXPERIENCE

### PA HOME IMPROVEMENTS, INC.

2009-2013

#### Office Assistant

- Provided lead generation, sales support and prospected opportunities by call, letters, and neighborhood canvassing.
- Constant follow up with prospects in order to close deals.
- Provided exceptional customer support prior to, during and after completion of project.
- General office management- bookkeeping including accounts receivables, payables, bank deposits, credit card transactions, bank reconciliations, filing, job costs reports, and change orders.

### Berkheimer Tax Administrator

2013

#### Data Entry

- Filed individuals and business tax returns.
- Reconciled forms and checks.
- Send correspondence to individuals requesting additional information.

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## EDUCATION

- Accounting Associate in Applied Science achieved from NCC in 2012
  - GPA 3.3

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## REFERENCES

- Available upon request