

XAMAYRA D LAMB LOPEZ

PO Box 1505, Yabucoa PR 00797 • 787-486-4345 / 787-403-8131 • xamayralamb@gmail.com

PROFESSIONAL SUMMARY

Hard-working, multi-tasking and fully bilingual Administrative support professional with outstanding telephone, scheduling and documentation skills. Over 6 years of experience working in fast-paced environments demanding strong organizational, technical, and interpersonal skills. Highly trustworthy, ethical, and discreet; committed to superior customer service. Confident and poised in interactions with individuals at all levels. Detail-oriented and resourceful in completing projects; able to multi-task effectively. **Maintain communication with vendors and clients with several countries: Dominican Republic, United States, Panama, China, Japan & Venezuela. Experience preparing packages for shipping FedEx, DHL & UPS.**

SKILLS

- **Types 60 WPM**
- Critical thinking
- Attention to detail
- Report development
- Creative problem solver
- **Database management**
- Articulate and well-spoken
- Accurate and detailed
- Account reconciliation
- Works well under pressure
- Accounting familiarity
- MS Windows proficient
- Quick learner
- Strong client relations
- Multi-line phone talent
- Customer service-oriented
- Analytical reasoning
- Exceptional organization
- Invoice processing
- Maintains confidentiality
- AR/AP
- Filing and data archiving
- Professional phone etiquette
- Excellent communication skills
- Exceptional organization

WORK HISTORY

11/2013 – 05/2014

ATENTO PR

CAGUAS, PR

CALL CENTER CUSTOMER SERVICE

- Effectively managed a high-volume of inbound and outbound customer calls.
- Answered a constant flow of customer calls
- Defused volatile customer situations calmly and courteously.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- Managed high call volume with tact and professionalism.
- Addressed and resolved customer product complaints empathetically and professionally.

10/2008 – 05/2011

OLEIN RECOVERY CORP

YABUCOA, PR

TRAFFIC AND MATERIAL COORDINATOR/CUSTOMER SERVICE 01/2011 – 05/2011

- Redirected shipments on route in response to customer requests.
- Knowledge with Excel: Accounts reconciliation of vendor invoices; Maintain logbook of traffic manifest
- Prepared Bill of Ladings, packing slip and invoices for shipments.
- Established long-term customer relationships through prompt and courteous service.
- Documented all customer inquiries and comments thoroughly and quickly.
- Coordinated between billing department and customers to resolve problems.
- Answered customer questions about product availability and shipment times.
- Gathered, logged and monitored all shipping data.
- Assigned shipments to carriers in the centralized database.
- Communicated with dispatchers, warehouses and customers regarding outgoing orders.
- Prepared documents for shipment claims submissions.
- E-mailed suppliers, carriers and customers with shipping updates.

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ACCOUNTS PAYABLE ASSISTANT 06/2010 – 01/2011

- Monitored payments due from clients and promptly contacted clients with past due payments.
- Coded and entered at least 5-10 invoices each day into the in-house accounting software.
- Reconciled vendor statements and handled payment complaints or discrepancies.
- Filed and addressed employee complaints in accordance with company policies and government regulations.
- Conducted periodic reconciliations of all accounts to ensure accuracy.
- Scanned documentation and entered into the database.
- Obtained scanned records and uploaded them into the database.
- Obtained further information for incomplete documents, forms and files
- Produced monthly reports using advanced Excel spreadsheet functions.
- Organized forms, made photocopies, filed records and prepared correspondence and reports.
- Assisted with receptionist duties, file organization and research and development

RECEPTIONIST 10/2008 – 06/2010

- Planned and coordinated logistics and materials for board meetings, committee meetings and staff events.
- Ordered and distributed office supplies while adhering to a fixed office budget.
- Managed office supplies, vendors, organization and upkeep.
- Prepare and compile documents for data entry.
- Helped distribute employee notices and mail around the office.
- Stored complete documents designated destination.
- Organized all new hire, security and temporary paperwork.
- Enter data from documents into computer data base, files and forms.
- Verify and correct data.
- Directed calls to appropriate individuals and departments.
- Added new material to file records and created new records.
- Organized forms, made photocopies, filed records and prepared correspondence and reports.
- Obtained scanned records and uploaded them into the database.
- Scanned documentation and entered into the database
- Check all work completed for accuracy
- Entered numerical data into databases in a timely and accurate manner.

EDUCATION

2004-2007 ESC. VOCACIONAL MANUEL MEDIAVILLA NEGRON

High School Diploma, **Executive Assistant Certificate**

2013 - CURRENT - NATIONAL UNIVERSITY COLLAGE ONLINE DIVISION

Associate Arts : Accounting

REFERENCE

AVAILABLE UPON REQUEST