

ROXANA MARIANI CRUZ

PO BOX 630, GUAYAMA PUERTO RICO, 00785

Phone:(787) 604-1148

E-Mail: roxana.mariani@hotmail.com

SUMMARY OF QUALIFICATIONS

Professional with over 6 years of experience in manufacturing industry, including Consumer Goods, Pharmaceutical and Medical Devices. MS Office, Word, Excel, Pivot Tables, PowerPoint, MS Project, EDI and SAP. Bilingual in Spanish and English. Self-Motivated. Goal achiever. Excellent writing, analytical and problem-solving skills. Customer support.

Leadership. Knowledge in computer programs and general office equipment.

*Knowledge of principles and practices of organization and general administration. **Coordination, processing orders, planning and scheduling** knowledge. Monitoring **production schedule** execution to fulfill customer orders and analyze **inventory levels**. Experience in instructing and negotiation.*

EDUCATION

MAY 2010

INTER AMERICAN UNIVERSITY OF PUERTO RICO, PONCE PR

BBA INDUSTRIAL MANAGEMENT

CUM LAUDE

MAY 2015

UNIVERSIDAD DEL TURABO, GURABO PR

MBA MATERIALS AND CONTROL MANAGEMENT

PROFESSIONAL EXPERIENCE

Janssen Ortho LLC - Johnson & Johnson, (Kelly Services), Gurabo, Puerto Rico
Operations Administrative Coordinator (March 2015 – Present) Contract

Under direct supervision of the Director of Operations. Lead, guide and interact with the administrative staff to perform their daily functions efficiently. Provide administrative support to Directors, Managers and Supervisors. Provide support in preparing and maintaining the company documentations. Prepare, review and edit company documents and expenses reports. Sort and process both incoming and outgoing mails. Manage the calendar of the Directors and Managers on daily basis. Schedule meetings and book meeting rooms. Prepare agendas and coordinate activities. Prepare and distribute presentations and letters using standard formats. Maintain security and confidentiality of company information. Prepare travel documents and make the travel arrangements. Collect and analyze the business data from various departments to prepare reports and presentations for management. Develop strong working relationships with management and administrative personnel for effective and smooth operations. Plan and organize trainings, new hires, leadership meetings, conferences and workshops.

ROXANA MARIANI CRUZ

PO BOX 630, GUAYAMA PUERTO RICO, 00785

Phone:(787) 604-1148

E-Mail: roxana.mariani@hotmail.com

The Clorox Company, (CTS), Caguas, Puerto Rico

Customer Service Representative (August 2014 – January 2015) Contract

Manage entire order management process cycle, from order creation through fulfillment and tracking for all order types. Includes accuracy of order entry and sales prices on EDI, Multiroute and manual orders. Exhibit a sales and customer service-oriented approach to order management and sales support. Effective *planning* to assure order fulfillment and avoid OOS. Collaborate and assist different departments; Sales, Planning, Logistic, Warehouse and Finance. *Collect and analyze data on inventories* to determining development possibilities. Verify and manage daily *production schedule*. Responsible for resolving customer inquiries and complaints by utilizing SAP, enterprise system programs and departmental resources and for researching and resolving distribution issues, product availability, and order accuracy. Monitor, expedite and process all returns and rejections according to appropriate reason codes and ensure compliance with company procedures. Process sales orders in an accurate and timely manner and in full compliance with company policies. Management cycle - processing, monitoring and tracking all customer orders.

BD Caribe Ltd., (Spectraforce), Juncos, Puerto Rico

Production Clerk / Administrator (December 2012 – December 2013) Contract

Under direct supervision of the Production Manager. Performed standard, advanced and confidential secretarial duties requiring broad experience. Skill and knowledge of organization policies and practices. Compiling and recording production data to prepare records and reports on volume of production, consumption of raw material, requisitions, coordinate and deliver trainings to personnel, support validations procedures, quality control, and other aspects of production. Support Supervisors and other departments. Write *production reports* based on data compiled, tabulated, and computed, following prescribed formats. Assist and monitor *production schedule*. Collaborate daily with *planning* department to assure inventory quantities for the creation of production schedules.

CompuCom Systems, (ACT-1), Pfizer, Guayama, Puerto Rico

Scheduler / Data Entry (June - September 2011)

Schedule PC migration date and time and confirm timeframe for PC return, Q/A desk-side visit date and time. Send Outlook meeting invite for scheduled migration, as well a customer a reminder message of PC pick-up date and time. Screen telephone calls and incoming emails. Route or handle calls and emails not needing supervisor's attention. Handle matters of a routine nature, such as composing replies to correspondence, following up on pending issues and preparing summary information for supervisor's review.