

Andrea Florez

Administrative Specialist

Innovative Merchant Group

Sept 2020 to Jan 2021

Prepare and maintain company documents and reports.

Schedule meetings, book meeting rooms and prepare meeting agenda.

Answer and route phone calls and take messages.

Handle incoming and outgoing mails.

Organize trainings, client meetings, team meetings and events as needed.

Provide operations support and documentation support for Managers.

Review and approve the expense reports.

Determine the administration issues and resolve them for smooth office operations.

Manage the calendar of senior managers on daily basis.

Provide support in preparing project documents, reports and brochures.

Review and revise the work order for administration staff daily.

Called clients to ensure compliance, emailed clients on a daily basis, programmed credit card machines to be shipped out.

Data Entry Specialist/Administrative Assistant

Precision Gage with Colorado

Network Staffing

November 2019 to January 2020

I was responsible for entering all tools that needed to be calibrated into the Indy Soft data system.

I verified all tool Manufacturer, part numbers, calibration cycles, and serial numbers. Once I entered and verified all information, the tools would be calibrated in our Lab. I assisted other departments, as needed with Shipping and Receiving, labeling new calibration stickers, answering phone calls and returning emails.

Appointment Specialist

AutoNation of Colorado

February 2019 to April 2019

Set up appointments for the Service Department for customers at all AutoNation dealerships in Colorado. I sent follow-up reminders of appointments, via email and phone calls. In addition, in between calls I worked on various projects.

Customer Service Specialist

Delta Dental of Colorado

September 2018 to January 2019

I worked as a Customer Service Specialist in a Call Center that received a high volume of calls daily. I assisted customers with their Insurance inquiries, as well as any billing questions in a timely, empathetic manner.

Compliance Officer

CMI Mechanical - Denver, CO

May 2018 to July 2018

This was a temp position. I worked in Compliance for an HVAC company for which I was responsible for ensuring we received all required documents from our subcontractors completing work for the company.

Quality Assurance Monitoring

Bright Horizons Family Solutions - Broomfield, CO

February 2016 to September 2017

Monitored over thirty phone calls a day, scoring calls for excellent customer service, ability to assist customers in a timely, friendly manner.

Student Loan Specialist

Corinthian Colleges, Inc

March 2014 to February 2015

Assist students with their Student Loans via Default Prevention

Educate students on Government programs that are available

Work closely with various banks to postpone payments for students experiencing financial hardships

Data entry-Entered

Allegro Coffee Company

September 2012 to March 2014

customer orders on a daily basis

Processed orders via phone calls, emails, and electronic submissions

Responsible for processing credit requests

Filing appropriate paperwork

Utilizing Ups Tracking websites to assist customers

Westminster Recreation Center (Part-time)

KG Clean

June 2012 to September 2012

Stock supplies

Clean locker rooms, restrooms and lobby area

Set up for special events

Temp

ETI Professionals at the National Park Service

October 2010 to December 2010

Worked in accordance with Government regulations to file all paperwork associated with the Contracting Department at The National Park Service

Worked closely with Federal Government employees to assist in creating and locating files.

Worked at the Denver Federal Center on a daily basis to organize and file Government Contracts and prepare for archiving.

TEMP

Conducted personal interviews with individuals at their residence to complete the 2010 questionnaire. Completed all paperwork in accordance with The Census procedures

Scheduled and completed phone interviews with individuals that were unable to contact at their residence

Customer Service Orders Specialist

Dharmacon Inc

November 2008 to June 2009

Assisted customers in ordering products through phone calls, email and faxed orders

Responsible for processing orders through the Dharmacon database

Communicated with customers through email and phone calls regarding their orders

Electronically filed all paperwork associated with orders on a weekly basis

Training Coordinator

Amgen Pharmaceuticals

January 2008 to November 2008

Responsible for data entry of all training records on a daily basis

Communicated with staff members concerning their training through phone calls, email and one on one assistance

Assigned training modules for all staff, to include Temporary and Contractor employees

Prepared Training materials for classes on a weekly basis

Sample Administration Specialist for Quality Analytical Labs

Lancaster Laboratories

August 2007 to August 2008

Responsibilities include performing activities of sample logistics for Amgen (FDA Regulated Agency) Troubleshooting, resolving issues for Manufacturing and the Labs

Receive and log samples

Store, file, and archive samples, paperwork and results

Perform inventories of laboratory supplies and sample

Aseptically aliquot samples into multiple vial

Maintain accurate chain of custody, distribute samples to labs for testing

Hazardous Reduction Technician/Crew Leader

Kaiser-Hill Company, LLC/EG&G, Inc

May 2001 to March 2005

Repackaging and shipping of TRU/LLW in compliance with WIPP Waste Acceptance Criteria

Waste Inspector Certified

Inspected crates and drums to ensure compliance for shipping and receiving. Labeled Hazardous, Radioactive waste containers per DOT Regulations

Reviewed accuracy of paperwork and visually inspected 150 containers per week.

Prepared various containers for Gas Sampling by Laboratory Technicians

Operated electric fork truck to move crates/drums

Verified shipping paperwork with drum travelers to ensure correct information

Used barcode scanner on crates/drums going in/out of building to maintain inventory and facilitate location

Held Security "Q" Clearance, reinstatable. Fifteen years with progressive responsibilities at a highly regulated Department of Energy facility. Areas of expertise include:

Material Handler-NMH&P

Kaiser-Hill Company, LLC/EG&G, Inc

February 1993 to May 2001

Conducted vault surveillance and drum inventory

Operated Segmented Gamma Scanner (SGS) and Tomographic Gamma Scanner (TGS) to count nuclear materials

Member of team conducting inventory loaded trucks with nuclear material to ship off-site

Visually inspected/verified integrity and TID numbers on drums prior to shipping packaged nuclear materials Liaison to Nuclear Material Control (NMC) personnel guarding vaults

Custodial Worker

Kaiser-Hill Company, LLC/EG&G, Inc

February 1990 to January 1993

Order and stocked supplies

Shipped and received supplies and equipment

Operated power scrubbers to mop/wax floors

Cleaned locker rooms and restrooms

Education

Front Range Community College - Westminster, CO

Physics, Algebra and Chemistry