

Belem DeLaHoya

Lafayette, CO 80026

badelahoya77@gmail.com

+1 720 586 2881

I have over twenty years' experience in Customer Service, Executive Administrative Assistant. Translation of Official documents (Spanish). Cash handling, I also have an extensive background in Accounting, Mortgage Collections, ATM programming, Call Center. I am seeking an opportunity to utilize my skills and advance my career in Business.

Qualification:

- Motivated self-starter with aptitude for learning new skills quickly
- Personal commitment towards customer service
- Effective communication skills in Spanish and English
- Supervising and training employees
- Strong motivation, team building, detail oriented, and leadership abilities

Authorized to work in the US for any employer

Work Experience

Tax Preparer Seasonal

Liberty Tax Service - Longmont, CO

Present

Prepare income tax return forms for individuals and small businesses by interviewing clients to obtain additional information on taxable income, deductibles expenses and allowances Compute taxes owed, using and completes entries on forms, following tax form instructions and tax tables. Consult tax law handbooks or bulletins to determine procedure for preparation of a typical return. Review financial records, such as prior tax return forms, income statements, and documentation of expenditures to determine forms needed to prepare return. Verify totals on forms prepared by others to detect errors of arithmetic or procedure.

Calculates form preparation fee according to complexity of return and amount of time required to prepare forms.

Material Handler II - Lead Kitting Clerk

Invitae - Boulder, CO

June 2019 to September 2022

Conducts kitting activities for consumables, stocked, time and temperature sensitive materials in a ISO/cGMP facility. Accurate physical and ERP movement of materials in order to sequester, kit, and prepare products for delivery to support customer requirements. Ensures kitted materials are stored in a ready for issue condition in accordance with organizational policies. Generate Manufacturing

Orders to initiate a kitting activity, retrieve materials and inspect containers to ensure they are undamaged, Verify materials according to the Manufacturing

Order (quantity, lot, expiration etc.) Build kits in accordance with the sequencing criteria outlined in the Manufacturing Order, organize kitted materials for quality inspections, work closely with Quality Assurance, responsible for accurate and thorough document completion, Maintain a safe work

environment according to all department procedures, Performs other duties as assigned to meet business needs.

Lead/Kitter

Technology Integration Group (TIG) - Louisville, CO
December 2017 to March 2019

Kitter: Receiving and Filing orders for Chromebooks laptops Refurbish and re-programming according to client request. Testing Devices and repairing them as needed with new part or soldering wire or microchips on circuit boards

Project Lead: Maintaining Product Inventory on a weekly bases, as well as placing

Material request when needed, training new employees on the assembly of Product and proceders, QA on all work done and packing approved Product with Customer logo and preparing finished product for transport

Administrative/HR Assistant

Soul Sprout - Longmont, CO
August 2015 to June 2016

Perform general clerical duties including not limited to: Answering incoming calls from customers and employees. processing product orders, shipping and receiving, maintaining office and warehouse keys. Assisting with Photo copying, faxing, mail distribution and filing. Maintain invoice product tracking, Interviewing and

Hiring employees, Mediator for production floor employees, maintaining employee files/records entering corrections for payroll hours, preparing various reports

Auction Driver

Ameristaff Auto - Denver, CO
June 2010 to October 2010

Transported Vehicles from dealer to dealer and warehouse to showroom auction floor, Detailing, re-fueling.

Housekeeping

Fortune Valley Casino. - Longmont, CO
September 2008 to December 2008

Taking incoming and placing outgoing calls to current and potential customers.

Pre-determine if customer will be serviceable using mapping tools, scheduling appointments for technicians accordingly, trouble-shooting minor connection issues setting up new accounts collecting customer payments.

CMM Programmer

Pro-Staffing ATM Tech Support - Houston, TX
November 2007 to June 2008

Assisted Technicians, Brinks/ Loomis Fargo Carriers, setting up ATMs and programming, including troubleshooting and but not limited to testing equipment, shipping and receiving.

Specialized Loan Services Collections Specialist

Highlands Ranch
May 2007 to October 2007

Provide accurate company information. Required to follow basic call script and adhere to all company policies and procedures regarding payment arrangements, account documentation, proper disclosures, and update of customer information.

Inbound and outbound collection calls from one, two and three month Past Due accounts Identifying payment problems, suggesting solutions.

Store Contract) Exec. Admin. Assistant

Media News Group - Denver, CO

February 2004 to May 2007

General Office Duties, Maintaining Employee Files, accounting, A/P, A/R, Payroll, Prepare reports by analyzing, and summarizing data, Data Collections, Document Control, Night Auditor, Warehouse Shipping/Receiving, scheduling meetings airline flights, hotel reservation, proof-reading, Data Entry.

Computer Hardware Tech Support

IBM - Boulder, CO

August 2003 to February 2004

Responsible for dispatching service tickets for clients, taking phone calls from technicians. General inquiry support, Service, delivery support, Business partner service, Data base management. And providing tier one tech support.

Property Management Plus Administrative Assistant

Property Management - Longmont, CO

May 2002 to November 2002

General Office Duties including answering multiple phone lines, filing, scheduling appointments for showing of rental and sales properties, assisting leasing agent with translating and signing of contracts, showing rental and sales properties,

Collecting rent and deposit payments, taking maintenance orders for tenants.

IBM Senior Tele-Services Representative

IBM - Boulder, CO

February 2002 to May 2002

Performed complex tasks using department business process, extensive troubleshooting on Network Servers, PCs, laptops, plotters, printers etc. scheduling work orders. Adequate knowledge and skills for communications, computer tech. support, telephone operation, customer support, call handling. General inquiry support, service delivery support, education enrollment assistance, database management and telemarketing support.

Sr Admin. Acct.

Saint John The Baptist Catholic Church. - Longmont, CO

April 2000 to October 2001

Responsibilities include the maintenance, of three checking accounts, two savings accounts, and one revolving loan. GL Coding, Balancing Expense accounts, A/P, A/R, and staff payroll, closed financial statements each month, and fiscal yr.

Sacraments Coordinator: Assisting Pastor in General office Duties including but not limited to scheduling classes and Pre-qualifying Parishioners for Baptisms,

Quinceañera, and Weddings Etc.

Store Manager

Angel Video - Longmont, CO
January 2000 to August 2000

Floor sales, balancing sales and cash, inventory, receiving and pricing merchandise, placing special tailored orders. International wire transfers; using several different providers.

Administrative Assistant

Leapfrog Financial - Longmont, CO
October 1999 to April 2000

General Office duties answering multiple phone lines, balancing company checkbook, filing, mailings, A/P, A/R and Verifying Mortgage loan applications are complete with all required documents. Obtained client credit reports for application.

Utilizing several Carriers to expedite and deliver Official Documents, Scheduling appointment with Title Companies. For staff and clients

Bank Teller

Wells Fargo Bank / Norwest Bank Bank Teller - Longmont, CO
December 1996 to December 1999

Perform transactions for Commercial and Personal accounts. Check cashing, deposits, mortgage loan payments, customer loans payments, night/mail deposits, Balance currency, coin, and checks. Daily inventory Travelers Cheques. Foreign currency regulations, and compute transaction fees for currency exchanges, Compute financial fees, interest, Service charges. Promote, or cross sell products or services such as Mortgage Loans Commercial, Personal Loans, Travelers Cheques, savings bonds, money orders, and cashier's checks, Ordering bank cards and checks. Perform clerical tasks, typing, filing, and microfilm photography. Compose and mail customer statements and other correspondence related to issues such as discrepancies and outstanding unpaid items.

Education

Education Skyline

PT Front Range Community College
January 1996 to December 1996

Skills

- Cash handling experience upwards of \$50,000. cash
- Proficient in various software applications including but not limited to Windows XP
- PowerPoint
- Fiscal Closing
- QuickBooks. Apple Mac.
- A/P
- Access
- Citrix
- Lotus notes

- Experience processing highly detailed data
- Excel
- Project Leadership
- Publisher
- Word
- 2007
- Logos Accounting
- A/R
- Census
- Manufacturing
- Budget
- Loan Broker
- Outlook
- Accounting
- Data entry
- Adobe Acrobat 5.0
- Materials Handling
- 2010
- SAP
- CGMP
- Tax Experience

Languages

- English - Fluent
- Spanish - Fluent