

# Bianca Olivia Ray

**#READYTOWORK**

Naples, FL 34114

[biancaoliviaray@gmail.com](mailto:biancaoliviaray@gmail.com)

+1 239 544 2828

Experienced Office Manager and Administration professional experienced optimizing productivity, efficiency and service quality across various environments. Highly dependable, ethical and reliable. Outgoing with experience overseeing multiple tasks and managing employees successfully. Hardworking professional committed to providing outstanding customer service.

Authorized to work in the US for any employer

## Work Experience

---

### **Business Office Manager**

Calcon Remodeling - Bentonville, AR

February 2019 to March 2022

- Oversaw office inventory activities by ordering and requisitions, stocking and shipment receiving
- Established and developed strong administrative team
- Maximized cash flow through optimal billing and collection process
- Utilized company's accounting systems to review reports
- Maintained CRM data base with customer updates and report generation
- Optimized organizational systems for payment collections, deposits, record keeping,
- Arranged office conferences for company employees and guests

### **Assistant Property Manager**

Centerton pointe west apartments - Centerton, AR

May 2018 to February 2019

- Conducted property showings to highlight features, answer questions and redirect concerns to close contracts
- Trained and motivated leasing staff
- Kept records accurate, detailed and fully complaint with reporting requirements to meet state, local and federal housing requirements
- Verified income, credit and assets, expenses and completed file tracking sheet for each application
- Toured potential tenants around community and answered questions regarding community
- Oversaw monthly collections and maintained high payment rates by guiding positive relationships with tenants

## Education

---

### **High school diploma**

PRMBA ACADEMY - Pea Ridge, AR

August 2015 to May 2018

## Skills

---

- Microsoft Word
- Filing
- Accounts payable
- Analysis skills
- Management
- Microsoft Excel
- Microsoft Office
- Management
- Construction management software
- Project management
- Computer Skills
- Customer Service
- Payroll
- Office Management
- Payment processing
- Sales and marketing
- Accounting
- Organizational Skills
- Negotiation
- Sales
- Bookkeeping
- Construction
- Social media management
- CRM Software
- Dealership experience

## Links

---

<http://linkedin.com/in/bianca-ray-4535961a0>

## Certifications and Licenses

---

### **Real estate certificate**

## Assessments

---

### **Customer focus & orientation — Highly Proficient**

January 2021

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.