

DEBORAH LUCERO
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WORK EXPERIENCE

Administrative Assistant/Receptionist

Hamon Infrastructure - Denver, CO

December 2015 - July 2018

Administrative Assistant and Receptionist for a heavy highway construction company. My responsibilities included: Answering all incoming calls; Received all incoming visitors; Assisted the Payroll Administrator with Certified Payroll by reviewing all incoming payroll reports from Subcontractors to ensure that their employees were paid prevailing wages in according with the Mavis Bacon Act; Assisted the Payroll Administrator by processing new hires by assisting with their new-hire paperwork; checking ADP for their MVR record; using e-Verify to confirm their identity and that they are eligible to work in the United States; and, scheduled their drug screen/physical appointments; Maintained excel spreadsheets of all incoming Employment Applications for EEOC reporting requirement; Distributed paychecks; Data entry for all company vehicle usage; Ordered supplies for the office and all job site trailers; Opened and distributed incoming mail; prepared outgoing FedEx deliveries as well as Courier services; General filing, copying, scanning; and, Miscellaneous projects as needed.

Scheduler/Front Desk

Agren Blando Court Reporting & Video - Denver, CO

September 2014 - November 2015

Administrative, Customer Service, Reception, Scheduling, Calendaring, Dispatching, Accounts Receivables, Mailings, Office Management/Facilities

I scheduled depositions in Colorado, nationwide and internationally for attorneys and the general public. This was done via telephone and a high volume of emails. This included explaining client's options; negotiating rates; finding/booking locations (including in very remote areas), reserved hotels for Court Reporters; connected locations (via video conference, PC to PC, or telephonic); and, arranged for a court reporter and/or videographer to be present. Entered Notices of Deposition information into a database; confirmed depositions with each client one day in advance; and, sent court reporters and videographers their job worksheets a day in advance. All of this required extensive logistical planning and absolute accuracy.

Receptionist responsible for answering a heavy volume of incoming calls and directing them to the appropriate department; answered inquires about our services and rates; and, greeted clients and directed them to the appropriate conference room. I was responsible for all hospitality functions for the office such as catering, ordering snacks, sodas, supplies, and daily maintenance of several conference rooms.

Suite Attendant

Aramark Corporation – Denver, CO

February 2015 to August 2015

I worked in the Suite Catering office, at Coors Field (on behalf of the Colorado Rockies), taking catering orders from guests in advance of each game for each Suite. This was done via telephone and email. Explained the various options/prices and entered them into a database and communicated with the Main Chef as needed. I also worked as a Suite Attendant, during games, fulfilling catering orders for each Suite by entering them into their database and communicating with each appropriate kitchen personnel. I presented an Invoice to each Suite for payment, ran credit cards, and handled cash.

Office Manager

Axium Inspections and CO - Denver, CO

February 2012 - June 2014

Administrative Assistant, Sales Assistant, Customer Service Clerk, Accounts Receivable Clerk, Dispatcher
I was responsible for all administrative tasks while simultaneously serving as a Sales Assistant (booking home inspections, mold, and radon testing appointments), Accounts Receivable Clerk, Customer Service Clerk, and

Dispatcher of two drivers for this extremely fast-paced, deadline-driven busy home inspection, mold testing, radon testing, and radon mitigation company.

Lead Scheduler

Denver Elections Division, State of Colorado

July 2012 to November 2012

Extensive data entry into an Access-based personnel system for Election Judges; originated and responded to daily, heavy volume of emails and telephone calls, as well as walk-in clients during an extremely busy election season. Provided training to new employees on all processes within the Voter Relations department as needed.

Childcare Provider

Self Employed - Denver, CO

October 2010 to June 2012

Full-time childcare provider to a 3-year old child. Responsible for educational and recreational activities as well as general care.

Confidential Secretary/Executive Assistant to the Executive Director

San Francisco Human Rights Commission

April 2007 - June 2010

Provided a broad range of administrative support services to the Executive Director and management staff: -Maintained the Director's calendar, scheduled meetings, and appointments -Composed, typed and proofread letters, charts, and spreadsheets -Prepared PowerPoint slides and presentations with appropriate handouts and graphics -Maintained the Commission's website -Screened all incoming phone calls and emails, fielding many routine requests to conserve Director's time -Regularly interacted with the general public concerning discrimination complaints -Planned in-house and off site meetings and conferences including facility layout, equipment needs, and transportation -Opened, screened, prioritized, and routed incoming mail and correspondence -Maintained and updated filing system -Input incoming application information into the Local Business Enterprise (LBE) certification database and set up files for each in accordance with the City's Chapter 14B Local Business Enterprise and Non-Discrimination in Contracting Ordinance - Served as the back up to the Commission Secretary by: conducting quorum checks; creating, finalizing, and distributing the meeting Agenda in collaboration with the Executive Director and Commission President; setting up and attending the meetings; and, typing meeting Minutes and posting them to the Commission's website -Served as the backup to the payroll administrator for the input and submission of staff time sheets to the City's central payroll department -Provided training to three Receptionists and covered the front desk regularly

Executive Assistant, Community & Economic Development

San Francisco Redevelopment Agency

2006 - 2007

Provided administrative support to the Deputy Executive Director as well as to the division at large. Simultaneously served as the traffic coordinator for all administrative staff workload, delegating assignments to ensure that goals and deadlines were met. -Trained new administrative staff, including those from temporary agencies -Posted items to the Agency's website -Set up and attended various Citizen/Project Area Committee (CAC/PAC) meetings in various neighborhoods. This included coordination of catering, creation and distribution of Agenda and meeting material (500-2,500 units). Staffed the sign-in table, provided print materials, took roll call, typed and distributed meeting Minutes

Administrative Secretary, Contract Compliance

San Francisco Redevelopment Agency - San Francisco, CA

2004 - 2006

First point of contact for the public regarding the Agency's contract compliance programs. -Issuer of Minority/Women/Small Business (M/W/SBE) application packets -Reviewed SBE applications to ensure their completeness/accuracy and worked with applicant when they were not. -Made internal and external presentations to contractors and subcontractors regarding the Agency's certified payroll requirements and provided training on its LCP Tracker system (an on-line certified payroll program) -Provided general administrative support to the division

EDUCATION

Extensive course work in multiple software programs, both PC and MAC
Various - San Francisco, CA
1995 to 2010

Associates in General Business
Skyline College - San Bruno, CA
September 1984 to June 1987

SKILLS

Microsoft Office Suite (15 years)

Google Docs

Strong database experience

Working knowledge of Mac systems

ADDITIONAL

I have strong administrative skills and experience, including as a Lead and Supervisor. I am conscientious, diligent, hardworking and reliable. I am seeking an opportunity that will enhance any office environment as well as my own skill level.