

LILIAN FREMPONG

DOB: 02/25/1987

CONTACT

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SKILLS

- I have a great interpersonal skill.
- Ability to work under Pressure.
- I deliver exceptional under minimal or no supervision
- I am organized and disciplined.
- My tolerance level towards all race and background is impeccable.
- I give out most attention to details to reduce risks.
- Most importantly, I am a great team player.
- I have knowledge in Microsoft office, Quickbooks, Workspace, Impak, Yardi, Brivo and other administrative softwares.
- I am a fast learner and quickly adapt to any field I find myself.
- I also hold a valid driver's license.

EDUCATION

McEllis Training Institute -
Newark, New Jersey

CERTIFICATIONS

Certified Nursing Assistant (CNA)

PROFESSIONAL SUMMARY

My philosophy is to put myself in the shoes of any person I am attending to either remotely or physically.

I serve the level of tolerance and assistance I expect to be treated. I am multifunctional individual, highly motivated and possess the abilities to take on new challenges and deliver well. I am not judgmental and believe that a professional person must do their best to show empathy in their work environment without sacrificing company procedures and rules.

I believe my experience as Property Administrator, Office Manager as well as in the health field as a Certified Nursing Assistant of over two years will be an advantage to deliver any human focused role in your business.

WORK HISTORY

PROPERTY ADMINISTRATOR NOVEMBER 2024-DECEMBER 2024 (CONTRACT) REAL ESTATE PERSONNEL/ LINCOLN PROPERTY COMPANY

My role a property administrator is to handle most of the administrative job of the firm, the company is into the construction and management of commercial properties.

My duties include;

- Welcome in tenants, clients and visitors.
- Answer telephone, directs tenants service requests to appropriate personnel, interface with tenants and service providers.
- Maintain tenants and vendors filing systems as well management using Impak software.
- Process payables and receivables into Workspace accounting system.
- Assist property management personnel as requested.

OFFICE MANAGER 2022-2024 D&E BUSINESS CONSULTING

My role as an office manager is to handle most of the administrative job of the firm. the firm is into the preparation of business and individual taxes, payroll management, business formation consulting as well as immigration documentation processing.

My duties include;

- Preparation and processing of payroll for small and medium businesses in our portfolio on biweekly and monthly pay schedule using QuickBooks and Kronos. I process a minimum of 300 1099 and w2 on payroll bi-weekly.
- Preparation and processing of monthly and quarterly sales taxes to be paid to both city and state revenue department on behalf of our clients.
- Creating, billing and invoicing our clients for services provided via QuickBooks.
- Registering of business on behalf of our clients on both state and federal level.
- Proper collection on relevant information to be used to process forms for various immigration documentations.

- Schedule appointments for the CEO and Accountants in our firm for client engagements.

SHIFT LEAD, March 2021 – 2022

Walgreens Pharmacy - Aurora, Colorado

- We provide pharmacy services and generate light departmental retail to customers.
- My role is a supervisory/ manager position for a shift I am assigned to by the store manager.
- I supervise a minimum of 10 people within my shift.
- I have been trained to operate the cash registers at in stores as well as the pharmacy department to assist the cashiers when there are call in or when there are too many customers to be handled.
- I handle all customer grievances and forward same to management which is beyond my role.
- My major role is to close the stores daily sales and prepare all the necessary accounts and post them to management.
- I reported and filed paper works on theft and shop lifting to the appropriate security contractor and Police Department.

CUSTOMER SERVICE OFFICER 2021-2022

Children's Hospital. Aurora, Colorado.

- We provide world class health and specialist care to infants and children.
- My primary duties were to welcome individuals, parents and patients.
- I undertake check in procedure and offer assistance for parents and guardians to complete self-service check in procedures.
- Also as a Customer Service Officer, an important role is for me to offer great customer experience and to report any grievances by patrons to my immediate manager for resolution.

COVID CHECKER 2020 to February 2021

Covid Check Colorado. Aurora, Colorado.

- We conduct Covid check for individuals and patients in and around Aurora.
- My primary duties are to welcome individuals and patients both walk in and via appointment.
- Engage the patients to make them as relaxed and comfortable as possible to not negatively affect the taking of their specimen.
- Take their vitals and personal information and record them into the software.
- Collect specimen required for their testing and transfer them to the laboratory.

REFERENCE

Labrisca Robinson (D&E Business Consulting)

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