

Molly Anna Garcia

Objective

Natural leader with a commitment to quality looking to obtain a position as an Executive Meeting Manager and the opportunity to apply my extensive professional background in customer service. With a knack for problem solving and a desire to please others.

Experience

Assistant Manager/Sales

LivWell – Nov 2020 – Aug 2021

- Achieving sales goals by providing best-in-class service that consistently exceeds our customer's and patient's expectations by educating them on products and recommendations
- Maintain a positive attitude that creates a positive work environment, and genuine customer experience.
- Exceptional attention to detail, which helps ensure compliance with all local, state and federal regulation
- Strong ability to creatively cultivate long- term meaningful customer relationships.
- 5+ years' experience dealing with a wide variety of problems and resolve them in an efficient and professional manner while staying compliant and on task.

Executive Account Management/Executive Support

Oracle America - Broomfield, Colorado – (2010 – 2019)

- Provided 24/7 support for top level executives by building strong and lasting relationships, with my clients resulting in successful customer care and experience.
- Received clients and visitors, arranged travel schedules, accommodations and correspondence. Coordinated meeting and team building events including meals, conference rooms, technical presentation materials as needed. Oversee, stocking and meal preparations for meetings and clients' conferences.
- Responsible for ensuring administrative policies within our organization and within the office are followed; recommending changes as appropriate, and followed up to make sure expectations had been met. Prepared executive responses to routine memos, letters, or correspondence. Including, reading and analyzing submissions, letters, agendas, and memos to determine significance and routing to appropriate personnel in a timely and efficient manner.
- Provided clerical and general office support to other offices, including but not limited to; sorting, and distributing correspondence, including email, faxes and regular mail, and delivered packages. Delegated tasks and responsibilities to other staff members when appropriate by providing training to lower administrative staff as needed.

Sun Microsystems – Order Administrator

Broomfield, CO Aug 2007 – Jan 2010

- Managed order of entitlement processes for accounts of Fortune 500 companies. Including, communication with customers, sales reps, revenue recognition, and credit processing.
- Supported Sales Team by processing contracts and estimates, and providing resolutions to contract issues and ensured premier customer satisfaction.
- Trained team members on processes and many IT tools/applications designed specifically for Sun Microsystems and their order tracking and implementing processes.