



STEPHANIE BOJORQUEZ

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Summary

Results-driven with track record of excelling in fast-paced office environments. Including strong client relations skills and ability to resolve conflicts and issues with tact and diplomacy to drive client retention and loyalty. Knowledgeable in oil and gas terminology, products and services to effectively address and respond to public and personnel inquiries. Organized Administrative Assistant with 3 years of experience in office and personnel management including dispatching. Friendly and communicative professional with expertise in payroll, vendor communication, inventory management & safety coordination. Fluent Spanish and **English**. Skilled in driving smooth office procedures and maintaining strong client and supplier relationships. Detail-oriented and customer-focused with excellent computer competencies.

Skills

- Sensitive material handling
- Accounting skills
- Cash deposit preparation
- Workers' compensation knowledge
- Insurance eligibility verification
- Business writing
- Meeting planning
- Data entry documentation
- Employee training and development
- Excel spreadsheets
- Accounting support
- Payroll and benefits administration
- Professional and mature
- Expense reporting
- Invoicing and billing
- Negotiation
- Resourceful
- Training and coaching
- Inventory supplies
- High-energy attitude

Experience

Grady Rentals LLC | Greeley, CO
Administrative Assistant
11/2017 - 04/2020

- Directed customer communication to appropriate department personnel and offered information to resolve inquiries, boosting customer satisfaction.
- Developed administrative processes to achieve organizational objectives and improve office efficiency.
- Conducted and initialized background checks for potential employees as well as completing orientation & safety trainings.
- Arranged travel and hotel accommodations for international and domestic business meetings and trips. As well as keeping track of expenses.
- Monitored attendance records by taking note of staff vacation time, sick days and personal days.
- Conducted research using various media sources to obtain relevant data for staff requirements.
- Tracked and submitted employee timesheets to accounting department for payroll processing including end of the month expense reports.
- Coordinated project materials by managing physical and digital files, monitoring spreadsheets and updating reports such as keeping track of inventory, maintenance of trucks, trailers, light towers and heaters. Making sure all equipment is updated and ready to go.

- Maintained inventory in administrative building supply closet to prevent shortages of supplies.
- Organized and maintained filing and document management systems by coordinating, archiving and purging files.
- Greeted visitors or callers daily to handle inquiries or direct to appropriate persons.
- Prepared packages for shipment by generating invoices and setting up courier deliveries.
- Entered invoice data into company database and updated details, including customer contacts and delivery dates to keep information current.

Teletch Communications | Greeley, CO
Deposit Services Representative
 02/2017 - 05/2017

- Liaised between bank branches regarding best practices and operations.
- Verified amounts and integrity of every check or funds transfer.
- Helped customers open and close accounts, apply for loans and make sound financial decisions.
- Balanced daily cash deposits and vault inventory with zero error rate.
- Researched and resolved customer issues on personal savings, checking and lines of credit accounts.
- Offered every customer exceptional service levels by remaining friendly and professional during every transaction.

Education and Training

Greeley West High School | Greeley, CO
High School Diploma
 07/2017

References

- Emmanuel Hernandez
 Grady Rentals LLC
 Operations Manager
 (970) 652-5287
- BreeAnn Lopez
 Grady Rentals LLC
 Lead Dispatch
 (970) 294-9682
- Rachel Garza
 Grady Rentals LLC
 HR
 (956) 802-8429