

STEPHANIE L GUZMAN

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Overview

Highly skilled worker with experience as Executive Assistant, Marketing Manager, Technical Writer and Project Manager.

Skills

- Strong Communication Skills
- Excellent Problem Solving Skills
- Executive Assistant Experience
- Technical Writer Experience
- Project Management Experience
- QuickBooks Experience
- Expert Microsoft Office and Google Suite Skills
- Ability to adapt to New Situations

Accomplishments

Executive Assistant

- Developed documentation guidelines that included format, styles, and approval process.
- Reviewed all department documentation then rewrote and published all required documents in new on-line system.
- Managed Owners Calendar and arranged travel as required.
- Managed all expenses for the company.

Teamwork

- Worked with all team members to coordinate their workloads.
- Coordinated all-hands meetings.
- Worked closely with other team members to assist as needed to meet project deadlines.

Project Management

- Managed project to migrate from one storage device platform to another which came in on time and on budget saving the customer storage costs.

Work Experience

Welcome Wagon, Firestone, CO Community Marketing Executive

September 2019 – September 2022

- Research businesses by category to call.
- Make cold calls to businesses to request sales meeting.
- Perform sales calls to businesses.
- Write and submit sales contracts.
- Work primarily from home with sales calls completed via Zoom or at customer premise.
- Use Microsoft Office Products, Gmail and Zoom.

Kirkland's, Longmont, CO Assistant Manager/Team Member

September 2017 – January 2022

- Supervised Team Members while lead employee on shift by assisting with register issues, directing work assignments and customer issues.
- Made business decisions for company based on corporate standards.
- Unload truck, unpack boxes, stock product on sales floor and in stock room as required.
- Open and close registers with daily cash and create bank deposits upon close of shift.
- Print and post signage as necessary per weekly direction.

Applied Elevator, Wheat Ridge, CO
Office Administrator

November 2016 – August 2019

- Ran the office for all day-to-day activities that include payroll, job assignment, ticket tracking, billing, expense tracking, customer support and answering calls.
- Supported owner in all his activities such as writing emails, report creation, handling calls.
- Reviewed all office procedures then made changes where necessary to improve efficiency.
- Created written procedures for billing, payroll, state and local sales tax, handling emergency phone calls, setting up customers, etc.
- Utilized spreadsheets for tracking of billing, job tracking, customer tracking, commission results.
- Used QuickBooks Online for Payroll, Expense Tracking, Payment of Bills, Tax Payments.
- Occasionally worked from home but maintained communication as needed with customers, suppliers and other employees.

Adventure Fitness Athletic Club, Thornton, CO
Marketing Manager

March 2015 – November 2016

- Supported Owner with calendar, arranging meetings, report creation, call screening.
- Managed all expenses for company including payroll, accounts receivable and accounts payable.
- Worked with Club Manager to create Marketing Plans to be executed to increase membership in the club.
- First person responsible for greeting potential new members, guiding them on club tour, introducing to membership options and signing them up.
- Managed project to transition from one online billing/scheduling system to another.
- Managed class schedule which included working with trainers to write class descriptions, notify membership of changes, post schedule in club, post schedule on website.

IBM/Artech Information Systems, Boulder, CO
Project Manager/Technical Writer

November 2005 – March 2014

- Developed new, rewrote existing, deleted obsolete documentation for the storage department including best practices, process and training documentation.
- Managed various projects for the SAN storage department.
- Performed duties as department Security focal which included documenting security issues, working with internal team members to resolve issues, notification to department team members of security matters.
- Served as database administrator for team databases. Duties included training, working with developers to negotiate/implement updates, adding/deleting users, and making minor updates not requiring developer.
- Worked as storage team dispatcher. This was new role and involved implementation of new processes, management reporting, and working with internal customers to track/escalate problem and change tickets.
- Worked from home while maintaining communication with management, peers and customers on local and cross country lines.

Idea2Action, Denver, CO
Documentation Specialist

April 2003 – April 2005

- Created documentation to support development of software program created for Sarbanes Oxley (SOX) compliance.
- Interviewed clients then created processes, new documents and revised existing documents for customers to show compliance with SOX.
- Worked closely with programmers to perform user testing of software programs then developed user documentation.

Education/Training

Computer Information Systems/Business Management
University of Phoenix – Various Business Courses

Project Management Associates Certification
U S WEST Training Department

English
Community College