

Elizabeth Zavala

Administrative Assistant

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Seeking a full-time position in the administrative field that will utilize my vast experience, education and outstanding customer service skills.

WORK EXPERIENCE

Administrative Assistant

Trustile Doors - Denver, CO - October 2011 to October 2012

Responsible for screening and routing all incoming phone calls to appropriate departments. Entering incoming quotes and purchase orders into customized ordering system. Initial processing of web orders, web quotes and claims. Process TruCad 6.0 registrations for access to customized software and troubleshoot log-in issues. Sorting and distribution of mail/correspondence and package deliveries. Stocking and ordering of all office and printing/copy supplies and maintain levels at all times. Provide administrative support as needed.

Customer Service Representative (Contractor)

Oracle America - Broomfield, CO - August 2010 to October 2011

Responsible for providing data entry support for recent acquisition of Sun Microsystems Corporation. Project included utilizing multiple customized software to duplicate service contracts, quotes, etc. into Oracle database to ensure entitlement and proper system configurations for all prior Sun Microsystems customers. Processed credits and rebills due to large accounts such as, Hewlett Packard, IBM, and other third party service providers. Provide administrative assistance as needed to project team members. Contacting customers to inform of upcoming contract expiration dates and assist with the processing of service contract renewals to avoid service interruption.

Human Resources Assistant / Recruiter Assistant

Priority Staffing USA - Las Vegas, NV - July 2009 to June 2010

Responsibilities included scheduling appointments and processing of new applicants. Administering necessary testing required based on applicants initial application, experience etc. Filling new administrative, clerical and light industrial orders. Placing classified ads as needed to fill clients' employment needs accordingly. Attend job fairs and recruitment events to insure high level screening of potential candidates. Conduct drug screening and background checks. Processed garnishments and employment verifications for unemployment claims, child support orders, and tax levies. Ordered office supplies, stationary and business cards to include proofing internal documents, prior to production. Implemented processes and procedures for tracking tax credit forms and eligible applicants. Managed, reported and submitted eligible applicant forms to payroll service for processing. Filing and entering of all applications into customized database. Answering 12-incoming line phone system with an estimated 75-100 calls daily. Provide notary services as needed.

Administrative Assistant

Blue Heron Companies - Las Vegas, NV - April 2008 to January 2009

Providing an executive level of administrative support to company executives. Oversee all daily office operations. Maintain calendars, schedule meetings and coordinate all travel arrangements and process expense reports. Responsible for all office operations such as negotiating alarm systems contracts, office equipment leases, phone systems, and network contracts and maintenance. Maintaining all office supply

levels in multiple offices. Assisting in marketing projects such as business card layouts, company t-shirt design, brochures for new development and updating company website with company editorials as needed. Coordinate new utility service installation for new development and scheduling utility shut-offs at time of buyer taking possession of residence. In charge of complete office set-up for new development to include contract negotiations and coordination of temporary office structure placement and removal, design and furnishing etc. Distribution of mail, processing invoices and determining project association as necessary to ensure proper payment. Overseeing internal utilities and cell phone billings to ensure rate plans etc. were set up based on usage and changes were made to company accounts as needed. Provided notary services as needed.

Administrative Technician

Department of Social Services - Boulder, CO - November 2006 to January 2007

Responsibilities included verifying original documents for proof of identification such as passports, birth certificates, driver's licenses, etc., providing client benefit verifications to external agencies, scheduling appointments and entering task list entries for Income Maintenance Technicians, providing similar Technician On-Call (TOC) support on a daily basis, and requesting additional verification information from Food Stamp/Medicaid Re-determination applicants as requested from the Income Maintenance Technician. Provided courtesy call backs to clients and ensuring 2-day call back policy was enforced. Assisted clients with re-issuing of EBT cards in the event the card was damaged, misplaced, stolen and/or there was a problem with the initial issuance of their benefits.

Executive Assistant/Senior Program Assistant II

Post Buckley, Schuh & Jernigan (PBS&J) - Greenwood Village, CO - July 2003 to November 2006

Responsible for providing administrative support to project team to include, answering 12-line phone system, travel arrangements, expense reports, all aspects of meeting coordination (internal and public), proofing/formatting of all documents (memos, letters, reports, etc.). Overseeing and coordinating document production jobs which were not limited to binding, collating, single and double-sided copying, including internal production and or outsourcing if necessary and final proofing and editing of all documents prior to distribution to Government entities. Also responsible for keeping inventory levels for document production stocked at necessary levels based on production schedules. Troubleshooting binding and copy machine operational issues prior to calling vendor for support. Also maintained project website and provide orientation and training for new administrative staff.

Receptionist/Administrative Assistant

Western States Reclamation, Inc - Frederick, CO - April 2003 to July 2003

Responsible for providing administrative support for all staff including answering 10-line phone system, typing all correspondence, transcription, disbursement of paychecks, filing, order entry and travel arrangements.

Administrative Assistant

Risk Management - Boulder, CO - May 2002 to April 2003

Responsible for answering a 10-line system, ordering all office supplies, and stationary including typing of correspondence, processing payroll, AP/AR and meeting minutes, coordination of trade show events and maintaining company website.

Sales Support/Customer Service

Engineered Data Products (EDP) - Broomfield, CO - April 2000 to May 2002

Responsible for providing sales support and customer service for steel furniture clients. Processing 75-100 orders, replacements and returns daily. Configuration of multiple-track filing systems and attending tradeshow for product updates. Tracking shipments and following up with customers regarding order status, etc.

EDUCATION

Associates in Business Management

Community College of Denver

ADDITIONAL INFORMATION

QUALIFICATIONS:

Detail-oriented, self-motivated, professional who is highly proficient in a variety of software packages including: Microsoft Office 2000 (Microsoft Word, Excel, PowerPoint, Access, Outlook, Publisher), XP Professional, Vista, Oracle Office, Adobe Acrobat 10, Adobe Photoshop, Quickbooks Pro and !ACT. Typing speed of 75 WPM and excellent customer service skills.