

# ZENIA CISNEROS

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Commerce City, CO

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## PROFESSIONAL SUMMARY

Dedicated and focused Administrative Professional who excels at prioritizing, completing multiple tasks simultaneously, and following through to achieve project goals. Proficient in executive support; Adept at arranging travel schedules and reservations, handling appointments, messages and writing correspondence, strong background in MS Word, Excel, Power Point, and Outlook.  
Bilingual: English/Spanish.

## WORK EXPERIENCE

### All Copy Products Contract Specialist

Jun 2016 – Aug 2017  
Denver, CO

- Negotiate, administer, extend, terminate and renegotiate contracts.
- Formulate and coordinate procurement proposals.
- Direct and coordinate activities of workers engaged in formulating bid proposals.
- Evaluate or monitor contract performance to determine necessity for amendments or extensions of contracts, and compliance to contractual obligations.
- Approve or reject request for deviations from contract specifications and delivery schedule.
- Analyze price proposals, financial reports, and other data to determine reasonableness of prices
- Serve as a liaison to ensure fulfillment of obligations.

### Accounts Receivable

- Prepare, review and mail monthly customer statements.
- Post customer payments by recording cash, checks, and credit card transactions
- Post revenues by verifying and entering transactions
- Update receivables by totaling unpaid invoices
- Verify the validity of account discrepancies by obtaining and investigating information from sales, trade promotions, customer service departments and customers
- Resolve customer accounts by examining payment plans and payment history to determine if collection letter needs to be sent out on delinquent accounts
- Generate monthly reports on past due accounts

**Kelly Services/Envision Healthcare  
Executive Administrative Assistant**

**Contract Position**

**Feb 2015 – Aug 2015  
Greenwood Village, CO**

- Executive Assistant to the Chief HR Officer/SVP, VP of Labor Relations, and Human Resources Department.
- Supported executive staff with coordinating meetings, travel arrangements, expense reporting and typing of correspondence.
- Created a new file system. Maintained all files and records including confidential documents.
- Responsible for processing invoices, distribution of internal mail, scanning and updating personnel files in Oracle, served as a backup Administrative Assistant for the Benefits Department.

**Denver Area Council Boy Scouts of America  
Field Administrative Assistant**

**Jun 2010 – May 2013  
Denver, CO**

- Provided administrative support to 11 Executive staff members.
- Created reports, processed correspondence, created flyers, updated the database for the Multi-Cultural Program and gathered needed documents for meetings.
- Assistant to the Executive Director of Major Gifts.
- Development of a Policy and Procedure Manual for the Major Gift Department.
- Developed the Case Statement which informed the prospects of donation options through Wills, Trusts, and Estates as well as Tax consequences.
- Responsible for the translation and interpretation of the Multi-Cultural Program.
- Planned and organized the Vale La Pena and the Heritage annual events for 200-300 attendees.

**WillMax Capital Management  
Assistant Manager/Leasing**

**Nov 2009 – May 2010  
Denver, CO**

- Daily follow up with prospects to generate leases.
- Responsible for the Resident Retention Program and maintained an average rate of 90% occupancy.
- Responsible for solving resident issues for the property.
- Created and maintained files for all resident maintenance issues and all other property concerns.
- Responsible for accounts payable.
- Created and distributed notices and documents.

**AREAS OF EXPERTISE**

Computer Skills: Microsoft Outlook, Excel, PowerPoint, Publisher and Word, E-Automate  
Concur/Travel/Expense Reports, Oracle and Procure IT, Yardi Voyager, One Site, Rent  
Roll, MITC 2000, QuickBooks

**EDUCATION**

Bachelor of Arts Program, Applied Linguistics  
Ashford University, Denver, Colorado

**Attending**

Colorado Commissioned Notary Public

Small Business Certified  
LegalShield Corporation

## **REFERENCES**

Available upon request