



# Joanna Hernandez

970.690.0020 | [jbuck300@gmail.com](mailto:jbuck300@gmail.com)

**Education** Walden University Online, Bachelor's in Child Development 2011 - 2016

**Experience** Executive Assistant / Valimenta Labs, Wellington, CO March 2019 - Present

Customer Service duties include answering phone, replying to online inquiries for two companies. Receiving in raw materials, labels and packaging materials. Keeping schedule for owner, booking travel, setting appointments. Point of contact for marketing company. Experience with online order fulfillment and shipping.

**Assistant / Spradley Barr Ford & Mazda, Fort Collins CO June 2017 - March 2019**

Customer Service duties include answering phones, coordinating between various departments, processing and filing all paperwork; Vendor Relations; Parts Department Clerical Management duties include coding parts invoices, inventory management, stocking, parts deliveries, filing FORD claims, and collection calls. Coordinating new salesmen tests, processing State hiring and sales license documents, new hire paperwork (including background checks, drug testing, training and scheduling); Manage online accessory and parts orders. Interviewing, onboarding, scheduling for reception position.

**Paraprofessional / Poudre School District - Timnath, CO Aug 2015 - Dec 2017**

Provided support to kindergarten, 1<sup>st</sup> grade, and 4<sup>th</sup> grade classrooms including conflict resolution, small group teaching, administering and assessing readiness tests, and general supervision and recess supervision. After school READ Act tutoring, and base camp teacher.

**Personal Assistant / Nanny - Fort Collins, CO Jan 2011 - June 2015**

Served as full time and part-time nanny as well as family assistant, which included supervising three children from birth to 10-years-old, performing housework, fixing meals, planning and coordinating learning activities and providing general organizational support to the family unit. ECT Certified. Have teaching licensure.

- Skills**
- Excellent Customer Service Skills
  - Experienced in Processing Complex Paperwork & Filings with State, Etc.
  - Organized & Detail-Oriented
  - Relationship Management with Vendors and Capable of Cultivating Business Partnerships
  - Self-Starter, Motivated & Capable of Self-Teaching
  - Accomplished in Developing & Managing Processes for Business Efficiency
  - Experienced with Conflict Resolution
  - Experienced in General HR Duties i.e. Hiring, Processing Paperwork, Scheduling, Etc.



**References** Carolyn Sandifer, Mediator  
Kerrie Luginbill, Partner  
Heather Crackle, Parts Assistant  
Andrew Almgren, AFTAX

Larimer County (970)227-7614  
Old Town Media, Inc. (970)568-5250  
Spradley Barr Ford (970)576-0005  
Ed Carroll, (970)217-9141