

PROFESSIONAL SUMMARY

Executive Professional with 8 years of proven experience in operations management and customer support. Well-developed **Communications and Process Management** skills and a strong ability to manage a diverse workforce in dynamically changing environments. Mission focused team player. Areas of expertise include:

- Operations Management
- Customer Service
- Data Analysis
- Process Improvement
- Organizational Development
- Records Management
- Proven Administrative Skills
- Time | Task Management
- Microsoft Office 365 Suite

PROFESSIONAL EXPERIENCE

Alirae Agency, LLC **Founder/CEO**

2020 – Present

- Formulate and Implement optimized and automated operating procedures and workflows to produce streamlined and effective business systems
- Build and maintain strong strategic partnerships with clients to contribute to the establishment of long-term and effective organizational development and maximize productivity and growth
- Effectively organize, coordinate, and manage business operation, finance, teams, and projects to ensure there are no disruptions in client deliverables

212 Catalysts – Austin, TX

2020 – 2022

Business Development Manager

- Manage business operational tasks as assigned utilizing strong organizational skills and streamlining processes to enhance work productivity
- Manage, formulate and process all time-sensitive assignments, provide all staff members with appropriate documentation to ensure all obligations are met
- Interpret data to identify problems, determine nature of the issue, collectively define approaches to resolve issues, and recommend solutions for systemic changes to enhance operations

Sonic Reference Laboratory – Austin, TX

2018 – 2020

Administrative Assistant

- Manage daily business operations utilizing strong organizational skills and streamlining processes to enhance work productivity
- Established in-house Accounts Payable Department; saved company thousands of dollars by formulating expertise in Finance Management and limiting need for additional position by quickly learning to navigate Microsoft Dynamics and additional financial software
- Utilize Certify's financial management software to process employee expense reports and company expenses and reconcile company Purchasing-Cards as Sonic Reference Laboratory's Divisional Administrator

South University – Austin, TX

2016 – 2017

Assistant Director of Admissions

- Successfully navigated CRM software to identify prospective students and assessed their skills, goals and motives in pursuing a college program; used client success management skills to remain attentive to their needs and resolved all issues and concerns
- Managed, formulated and processed all application paperwork, provided all departments with appropriate documents to ensure the student's obligations were met
- Reported any outstanding obligations and defeated our quarterly quotas as defined by our Admissions Director

Georgetown & Taylor ISD – Georgetown & Taylor, TX
Administrative Secretary

2011 – 2015

- Managed all physical and computerized department files on transportation issues, including bus incident reports, trip forms, and accident/injury reports with full confidentiality and initiative to ensure its completion
- Successfully developed work essential documents and invented tracking mechanisms for all employee licensure and credentials within the organization using Microsoft Office applications
- Established human resource hiring processes and departmental financial budgeting using Skyward software
- Applied exemplary communication, analytical, and problem-solving skills to identify, communicate, and resolve personnel issues and policy updates
- Answered all incoming calls, handled concerns, or directed callers to the appropriate staff members and upheld the upmost confidentiality while handling personal information within student academic and disciplinary files

EDUCATION

Doctor of Management, Organizational Development and Change | Colorado Technical University Online 2024
Master of Science, Management – Public Administration | Colorado Technical University Online 2018
Bachelor of Science, Criminal Justice – Human Services | Colorado Technical University Online 2016
Associate of Science, General Studies | Colorado Technical University Online 2014

TECHNICAL SKILLS

General Software: Microsoft Office 365 Suite, SharePoint, Microsoft Dynamics, G-Suite/Google, Facebook Business Manager, Pinterest Business, Acuity, Calendly, Mighty Networks, and HRM systems

Financial Software: Quickbooks Online and Desktop, Great Plains, ProcureIT and Skyward finance

CRM Software: Honeybook, Dubsado, Mailerlite and Constant Contact

Project Management Software: Asana, Click Up, Trello and Miestertask

Operating Systems: Mac / Microsoft Windows