**Summary**:

* Human Resources experience
* National and International Logistics experience.
* Good experience in maintaining technical documents in a system call DOCUMENTUM.
* Maintained data base DOCUMENTUM.
* International Logistics experience.
* Virtual customer service experience in sales, technical and scheduling for outbound & inbound calls.
* Quality assurance specialist experience for call center agents’ evaluation.
* Assisted with the creation and/or revision of technical documents, such as Process Data Sheets, Process Flow Diagrams, Piping and Instrumentation Diagrams, Line Lists, Cause and Effect Diagrams, etc., and ensure that these documents have correct title blocks and document numbers.
* Prepared and revise work instructions and design manuals.
* Maintained data contained within the related databases of project drawings. Setup and maintain both electronic and hard copy files.
* Prepared correspondence, presentations and/or reports.
* Input documents into the company document control system.
* Become the expert in the company document control system, Documentum.

**Skills:**

* Proficient with various computer applications software. Microsoft, AutoCAD
* Furthermore, familiar with Dropbox, google calendar, google excel, outlook.
* Also, worked with adobe acrobat, Microsoft excel, word and PowerPoint.

**Education:**

* TCC, Associate Degree (May 2014) Tulsa, OK
* Middlesex County College/ Human Resources Certificate Edison, NJ
* Chamber of Commerce/International Transport & Logistics Madrid, Spain
* Autodesk /AutoCAD Tulsa, OK
* Intergraph PPM / P &IDs Smart Plant Tulsa, OK

**Experience:**

**MYDCT Michigan, Detroit**

**Quality Assurance Supervisor**

**Responsibilities:**

 **October 18 – Present**

* Ensure that test calls are done
* Distribute Call Lists
* Recruit and Hire new Agents
* Gather Reports and email them to the client
* Answer and team member concerns regarding the QA project
* Keep profiles
* Payroll

**Arise/ CCHS**  **Miramar Florida**

**Remote Bilingual Customer Service Associate**

**Responsibilities:**

 **April 18 – Present**

* Supporting customers with claims
* Providing consistent, high-quality support to customers from your home.
* Handling problems and providing resolutions that may require follow-up and/or escalation to a higher level.
* Must be able to use a computer terminal to access customer information and convey necessary information to customers.
* Ability to answer customer questions (basic information such as prices, installation of services, billing, etc.)
* Must be able communicate effectively verbally over the telephone with customers and co-workers.
* Prompt resolution of customer problems/complaints (resolves basic issues and refers complex issues and concerned customers to appropriate lead representative or supervisor as necessary).
* Must possess skills necessary for decision-making and retention.
* Setting priorities schedules/ reschedules service calls.
* Acquires and maintains current up-to-date cable "product" knowledge. Provides, with appropriate persuasive communication skills, information on services and enhancements.
* Must have the necessary skills to determine service outages (i.e., use Knowledge Base and all other systems).
* Contacts customers concerning scheduled service calls. Must be able to handle basic dispatch duties, in the absence of dispatch personnel.
* Creating and maintaining customer information (may receive/transmit/route/relay service call information to dispatch or directly to the service technician.
* Other duties as assigned.

**MYDCT Corporation Clair Shores, Michigan**

**Virtual Quality Assurance Specialist Dec. 17 – Present**

**Responsibilities:**

* Participates in design of call monitoring reports and quality standards.
* Performs call monitoring and provides trend data to site management team.
* Track performance at individual level.
* Performs monitors of customer care responses.
* Participates in customer and client listening programs to identify customer needs and expectations.
* Provides feedback to call center team leaders and managers.
* Prepares and analyzes internal and external quality call reports for management staff review.
* Perform other duties as assigned.

**Linde Process Plant, Inc. Refining and Natural Gas Business Unit Tulsa, OK**

**AutoCAD/Smart Plant P& ID’s Operator May 13 – Jun 17**

**Engineering Assistant May 12 – May 13**

**Responsibilities:**

* During project execution, notify the Group Leader, Front End Design of any deviations expected to schedule attainment and justification for the non-attainment.
* Generate intelligent drawings such as P&ID’s, PFD’s, Block Flow Diagrams, etc. in accordance with established company work instructions, guides and standards.
* Ensured that the requirements defined in the work instructions are followed and notifies the Group Leader, Front End Design when deviations from company standards are detected.
* Assisted in the development and maintenance of company graphical standards, symbols, and department work instructions as directed by the Group Leader, Front End Design.
* Develop and maintain project related graphical standards as directed by the Systems Engineer and approved by the Group Leader, Front End Design.
* Maintained data contained within the related databases of project drawings. The P&ID Operator shall notify the Group Leader, Front End Design when conflicts or corrupt data is detected within the databases.
* Control revision history of documents and ensure compliance with company document control procedures.
* Transition documents from proposal phase to execution phase.
* Ensured proper distribution of documents during proposal phase.
* Assisted with the creation and/or revision of technical documents, such as Process Data Sheets, Process Flow Diagrams, Piping and Instrumentation Diagrams, Line Lists, Cause and Effect Diagrams, etc., and ensure that these documents have correct title blocks and document numbers.
* Prepared and revise specifications and data sheets.
* Prepared and revise work instructions and design manuals.
* Setup and maintain both electronic and hard copy files.
* Prepared correspondence, presentations and/or reports.
* Scanned and copy documents.
* Input documents into the company document control system.
* Become the expert in the company document control system, Documentum.
* Train engineers and designers on company documentation requirements.
* In charge of managing calendar, vacation, sick leave, personal leave for P&ID group.

**INSA /INTA Ingeniería y servicio Aeroespaciales S.A. Madrid, Spain Dec 09 – Jun11**

**Bilingual Administrative Assistant - Logistics/ Engineering Department**

**Responsibilities:**

* Ensure a smooth flow of incoming and outgoing equipment to the department during projects.
* Managed material receipt schedules as established by the project team.
* Document and report all material receipt transactions, configuration into system for changes if needed.
* Assisted the Project Engineer to determination the required kit/material availability including delivery schedules.
* Prepared shipping documentation and coordinate retrograde removal and shipment.
* Provided logistics related services to ship's personnel as required.
* Track, control, and deliver documentation to the financial personnel.
* Coordinate travel arrangements, visa and passport applications for Engineers.
* Other duties as required.

**Central Jersey Arts Charter School Plainfield, NJ May 07 – Jul 08**

**Human Resources Office Manager**

**Responsibilities:**

* Organized and coordinate meetings, conferences, travel arrangements.
* Prepared and manage correspondence, reports and documents.
* Serve as interpreter between parents & staff members
* Arranged both in-house and external events.
* Ensure completion of new-hire paperwork.
* Coordinate criminal checks/ administration on new-hires.
* Pre-screen prospect employees.
* Ensures that all required paperwork for new hires, transfers, and promotions is completed and processed correctly.
* Schedules, conducts, and documents new hire orientation
* Ensures that job announcements are posted and logged; compiles necessary statistics for each recruitment.
* Plan and organize speakers for staff orientation regarding benefits.
* Working with State NJ SMART, process application using SNEARS
* Expedite, Provisional Teacher application and packages
* Enter pension information through EPIC
* Work closely with Principal/ Chief School Coordinator in maintaining employee’s attendance records, disciplinary report and evaluation report
* Work closely with School Business Administrator with State Alpha Bills, reports and budgets.
* Prepare contracts for employees as needed.
* Payroll: Collect, submit timesheets for hourly employees and substitutes.
* Call for substitute, create schedule, look for replacements
* Provide a positive work environment by consistently facilitating open, two-way
* communication and resolving all employee relations issues in a timely manner.
* In charge of training new office staff
* Responsible of Administrative office staff
* Other clerical assignments as required.

**All American Poly Piscataway, NJ Jun 04 – Nov 06**

**Sales Department Assistant**

**Responsibilities:**

* Keep tracking of staff meeting and agenda.
* Make travel arrangements for Conferences.
* Send and receiving correspondence.
* Communicate with customer trough letter/phone to follow up on contracts.
* Receiving phone calls from vendors/customers and transferring to the staff members.
* Computer Bid Entry; enter all new bids into the computer system.
* Bid Preparation; complete all requested items on bid, send bids out.
* Acquisition of Bids, call for bids on faxed bids reports, follow up on receipt bids.
* Bid Processing understanding bid and their associated cost.
* Bid Packaging for submit, references, certificates.
* Order processing, receiving and reviewing purchases orders from government offices.
* Filing and organizing existing contracts.

**Union County College Cranford, NJ Sep 99 – Apr 03**

**Bilingual Financial Assistant/Data Entry Clerk**

**Responsibilities:**

* Responsibilities include screening and preparing students files for counselor review, tracking of incoming documents.
* Counsels students and parents on the Financial Aid application process, aid
* availability and financial planning.
* Process and monitor application data and corrections via ED Express.
* Assist Counselors with Financial Aid Workshops.
* Prepare students files for Stanford Loans Appointment.
* Working with HESAA as to obtain State Aid Award information, making correction downloading new information.
* Responsible for Student-workers, train new student workers in related office duties.