

VALERIA GONZALES

Fort Myers, FL – 239-248-9326
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Skills Summary

Committed and motivated office clerk with exceptional customer service and decision-making skills, strong work ethic, professional demeanor and great initiative. Proficient at quickly learning new procedures and taking ownership and diverse projects.

Education

General- AA / FSW

Business Administration / UAGRM

Experience

JAN 2019 – NOW

EVENT COORDINATOR / PERRINE ENTERPRISES.

- Monitor event progress and performance.
- Keep inventory of all events materials and make sure they are kept up to standards.
- Assist in management of events social media feeds, including Facebook.
- Manages event attendee management, coordination of food & beverage, audio/visual, transportation, hotel and on-site support for meetings and events.

JAN 2019 – JAN 2020

ADMINISTRATIVE ASSISTANT / GULF COAST COMM.

- Scheduled and coordinated meetings, appointments and travel arrangements for supervisors.
- Track all money received and prepare deposits.
- Typed documents such as correspondence, drafts, memos and emails.
- Answer customer questions about products, delivery contracts, and service options.

FEB 2017 – AUG 2018

ACCOUNTS RECEIVABLE/PAYABLE & INSIDE SALE, ADVANCED HURRICANE TECH (NAPLES, FL)

- Verified details of transactions, including funds available and total account balances.

- Research and resolve all payment problems.
- Assisted management in developing effective accounts payable system.
- Enter customer payments into system on a daily basis.
- Track all money received and prepare deposits.
- Train new inside sale representatives on company rules and software systems for sale tracking and order input.
- Perform data entry to document and process manufacturing orders.

MAY 2016 – MAY 2018

HOSTESS, BRICKTOP'S (NAPLES, FL)

- Manage in-person and telephone guest inquiries, customer service requests, and reservation bookings
- Monitored dining room and guest flow maximize table usage and minimize customers wait times.
- Train new hosts and hostesses on service policies

JAN 2013 – JAN 2014

CUSTOMER SERVICE REPRESENTATIVE, GEEKS ON SITE (MIAMI, FL)

- Answer customer telephone calls regarding existing accounts.
- Make requested policy and account changes.
- Respond to questions and concerns about service.
- Answered customer service desk phone calls and routed calls appropriately.
- Respond to service inquiries and coordinate resolutions with management and floor associates.

HIGHLIGHTS

- Bilingual
- Hard-worker
- Invoicing and payments
- Organized
- Customer relations
- Working under pressure
- QuickBooks
- MS office
- Team leadership
- Document control
- Complex problem solving
- Customer service

REFERENCES

Available upon request