**Dedicated Administrative Assistant with more than 10 years of experience in both front and back roles within administrative and customer support functions. Skilled in strong interpersonal, communication and organizational abilities**

CORE COMPETENCIES

Filing • Database Management • Answering & Screening Telephone Calls • Email Management • Basic Accounting Functions • Scheduling • Windows • Internet • MS Office Suite (Word, Excel, PowerPoint, Outlook) • Social Media and Marketing skills

LANGUAGE SKILLS

Fluent in both languages – English and Spanish

**PROFESSIONAL SKILLS AND EXPERIENCE**

***Reception / Office Administration***

* Experienced in proofing and edited documents, records management (electronic and paper), data entry, and general office duties
* Provided exceptional customer service and ensured customer needs were met during office visits, answered and redirected telephone calls, and booked appointments
* Created/typed legal documents, maintaining calendars while tracking deadlines

***Data Entry & Bookkeeping***

* Drafted and edited routine correspondence, file memos and standardized department filing system to enable clerical staff to locate information easily
* Transcribed dictation and reviewed/prioritized all incoming mail
* Developed spreadsheets and managed accounts payables receivables to maintain control of the agreements and contracts of the Public Organization
* Performed database entry and calculated daily sales while working as store manager at Dollarama
* Assisted with procurement duties processing accounts payables and accounts receivables
* While operating a coffee franchise, effectively managed all planning, budgeting, bookkeeping and organization activities

**PROFESSIONAL SKILLS & EXPERIENCE (continued)**

***Customer Service & Communication***

* Acted as complaint resolution point, solving even the most complex of difficulties quickly and efficiently to the satisfaction of all involved
* At Legal Firm, communicated effectively with clients, attorneys, court personnel, law clerks, and judge
* Demonstrated extensive knowledge in retail management, including maintenance, security, purchasing, merchandising, administration, bookkeeping, warehousing, and distribution while working at Dollarama and Bionic Sports Nutrition
* Maintained heavy call volume and calendars

**WORK EXPERIENCE**

**Assistant Team Manager** Dollarama, Canada **2022**

**Landscaper** Local Gardening Services, Canada **2021**

**Legal Assistant** Law Firm, Mexico **2016**

**Store Manager** Bionic Sports Nutrition, Mexico **2011**

**Sales Associate** Bershka, Mexico **2009**

**Store Manager** Euro Choice Coffee Franchise, Mexico **2007**

**EDUCATION**

**Bachelor’s Law Degree** Enrique Diaz de Leon University, Mexico **2013**