

# Maria Rodriguez Alas

North York, ON M3J 2Z3

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647-924-5040

**Objective:** To obtain a full-time position where my expertise can be fully utilized to advance the ambitions of the company, and myself.

## Highlights and Skills

### Administrative & Organizational:

- Over 20 years experience in Office Administration and Customer service.
- Innovated efficient data entry method allowing high volumes of inventory to be documented and processed.
- Proven success when accountable for inventory database updates and revisions to documentation.
- Manage & coordinate logistics for the purchase of shipments to sell throughout assigned regions.
- Coordinate and organize team meetings and events.
- Exemplary in Scheduling, payroll, inventory/supply, and database management
- Detail oriented, organized and able to multitask effectively.
- Attention to policy, upholds dutiful respect for compliance in all regulated environments.
- Effective at task management and triaging duties and prioritizing issues according to importance and urgency.
- Excellent keyboarding, proofreading and data entry skills with emphasis on accuracy.
- Diligent in maintaining a clean workspace.
- Demonstrated initiative by selectively managing multiple projects and deadlines.
- Proven ability to schedule and plan tasks and duties to meet deadlines under minimal supervision
- Strong, creative approach to independent problem-solving.

### Teamwork and Communication:

- Calm and confident in dealing with individuals at all levels, providing customer service support to a diverse group of clients from different backgrounds and life experiences, as well as staff and the public.
- Triaged emergency situations by rallying collaborative effort with team members and reorganizing team duties to mitigate hardships and resolve issues.
- Excellent communication skills both written and oral. Also, good humored and enthusiastic under pressure.
- Exceptional comprehension of complex procedures, able to translate to team and troubleshoot misunderstandings.
- Demonstrated ability to work with a team by coordinating group tasks and providing support to colleagues.
- Excellent interpersonal skills, ability to work well with others, in both a supervisory and support role
- Resolved problems, mediated disputes and handled customer complaints with exceptional results
- Set realistic timelines and expectations to positively influence customer satisfaction.
- Strongly fluent in Spanish.
- Self-motivated worker, experienced at working in fast-paced environments
- Strong interpersonal skills with the ability to establish and maintain effective working relationships with staff and the public in a courteous and professional manner.

### Technical:

- Over 12 years of experience with various accounting software. (Zoho, Bluelink, SAP, Sage350)
- Experience with sensitive client information software. (CoVaxOn, Salesforce, ProCura)
- Proficient with office and computer equipment, including a variety of software packages
- Over 10 years of experience using Microsoft Office Suite (Outlook, Word, Publisher, Excel, PowerPoint).
- Proficient with client and team based communication software. (Skype, Zoom, Microsoft Teams, Zoho Meeting)
- Extensive experience with spreadsheets and database tools
- Extensive experience with NetSuite Oracle.

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## WORK EXPERIENCE

**Accounts Receivable - Chemsyn Services**

**July 2023 - July 2024**

- Process accounts and incoming payments with financial policies and procedures.
- Perform daily financial transactions, including verifying, classifying, computing, posting, and recording accounts receivable data.
- Prepare bills, invoices, and bank deposits.
- Facilitate payment of invoices due by sending bill reminders and contacting clients.
- Generate financial statements and reports detailing accounts receivable status.
- Verify discrepancies by resolving client's billing issues.
- Gather and verify invoices for appropriate documentation before payment.
- Maintain accounts receivable records to ensure aging is up to date, credits and collections are applied, uncollectable amounts are accounted for and miscellaneous differences are cleared.
- Monitor and collect accounts receivable by contacting clients via telephone, email, and mail.

**Service Coordinator - SE Health**

**March 2021 - October 2021**

- Interface with staff, families, and other departments.
- Coordinate admissions, discharges and transfers of patients, incoming calls, pages and nurse call light system
- Maintains medical records and release of information for continuation of care
- Manage various administrative tasks such as entering patient charges, ordering supplies, and scheduling visits.
- Critical attention to detail which is paramount to dealing with patient care
- Recognize discrepancies on documentation and scheduling to proactively avoid a negative impact on patient care.
- Prioritize duties by coordinating teamwork in a complex, rapidly changing environment

**Material Project Coordinator / Purchasing Manager- Moscone Tile** Oct. 2021 - Jan. 2022

- Interface the inventory of company branches by ordering material reflecting the specifications of every project.
- Proven success when accountable for logistics and supply management.
- Ability to conduct market comparisons, monitor trends, and identify potential suppliers.
- Negotiate purchase prices and determine whether to purchase or pass based on company policy.
- Inform vendors of our purchasing requirements and ensure all tasks are fulfilled.
- Control the purchasing of raw materials, machinery, and contracts.
- Negotiate on behalf of the organization and maintain good relationships with clients and vendors.
- In-depth understanding of industry trends and research resulting in significant profit margin increases.
- Set deadlines for vendors in delivery of shipments as per priority of project needs.
- Forecasted project needs and ordered required material to expedite project completion.
- Computed amount of material required to complete job orders, referring to product and manufacturing processes.

**Administrative and Clerical Support Assistant: - City of Toronto**

**May 2021 - August 2021**

- Performs general administrative tasks to support program/management staff.
- Handle front-end reception support, processing clients for service and providing general information to the public on program services.
- Respond and manage emails, telephone and in-person inquiries from staff, the public, and external agencies.
- Drafts, proofreads, edits and formats correspondence, organize files, creates and formats reports and summaries.
- Inputs, updates and maintains large volumes of data, carrying out data entry functions with speed and accuracy pertaining to verification policy.
- Monitors, orders and maintains supplies/resource materials.
- Maintains filing and retrieval systems for records/documents.
- Provides customer service and responds to inquiries.
- Conduct clerical, administrative and office duties to alleviate team members and develop solutions to critical issues.
- Maintain, retrieve and disseminate information utilizing database systems.

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## Head of Research / Purchasing / Marketing - Marble Trend Ltd.

2011 - 2021

- Correspond and collaborate with distributors world wide finding material that follows the necessary criteria for specialized projects.
- Responsible for scouting and procuring innovative material to the retail and architectural departments.
- Maintained and organized office files while updating contact and mailing lists
- Requesting new and unique material to review for possible stock or architectural programs.
- Obtain prices and organize the purchase and delivery of materials from global merchants.
- Conducted data analysis and purchaser documentation of new inventory.
- Preparing the agenda for the Bi-weekly sales meetings.
- Identifying suitable material and exceptional alternatives to increase budget allocation of all projects.
- Creating Product information sheets for architectural programs.
- Preparing product boards for different departments.
- Interface directly with department heads from all global distributors.
- Actively involved in developing and updating digital media for marketing and promoting.
- Assisting in preparation of printed material, writing copy, proofreading, regular newsletters, as well as editing and liaising with Sales representatives.
- Maintenance of office library, including cataloging, distribution, and record- keeping
- Scrutinized and inspected all material delivered to production departments to verify conformance to specifications. .
- Transposable research skills, utilizing market trends and industry connections to maintain a competitive advantage against competitors.

## Office Administration / Marketing Manager - Trader Media Corp 1997 – 2000

- Responsible for analysis of monthly, weekly, and daily sales reports.
- Perform filing, data management, drafting and editing short office memos.
- Answer telephone inquiries from customers and stores regarding the status of ads and other service issues.
- Staff management, including email reminders, and records of financial dues.
- Responsible for general administrative duties including telephone support and the management of internal and external mail.
- Assist clientele as they enter the office and via phone.
- Performed general administrative functions including the scheduling of appointments and meetings.
- Create and maintain the tracking database for all deliveries, receipts, invoices and payments received.
- Responsible for customer service with a desire to ensure customers' needs were satisfied.
- Maintenance of office library, including cataloging, distribution, and record keeping
- Provided exemplary customer service.
- Served on front desk, performing general secretarial duties.
- Maintained confidential client details in up-to-date filing system.
- Provided information and feedback to customers on the success of the ads.

## Education

### Westview Secondary High School, Toronto 1991-1995

Graduate High School

### Toronto School of Business, Toronto 1996 – 1997

Bachelor's in Business Administration

### Yorkdale Adult Learning Center, Toronto 1994 – 1995

Office Assistant Diploma

*References available upon request*