

- Prepared clear and concise letters and contracts for clients
- Conducted in depth vendor product interviews by phone
- Obtained client information by telephone and written correspondence

Adecco (contract) Saint Louis, MO 2006-2007

Administrative Assistant/ Clerical Support

- Assisted management in the coordination of organizational administration
- Drafted prepared and distributed correspondence, memos, and documents
- Interfaced with internal and external contacts regarding business administration.
- Scheduled and coordinated meetings, conferences, travel arrangements
- Backed up other Administrative Assistants, and functional areas.

Chautauqua Airlines Indianapolis, IN 2005-2006

Flight Attendant

- Maintained safety of the aircraft complied with Federal Aviation Regulations
- Managed medical and flight emergencies independently
- Ensured compliance with company policy/procedures in the aircraft
- Ensured on-board sales targets were met/or exceeded for each flight
- Managed in flight sales revenues and stock control

Citibank/Citigroup O'Fallon, MO 2002-2005

Customer Relationship Associate

- Confirmed all documents for closing Home Equity Loan and Lines of Credit
- Served as Liaison with Under-writers and Costumer Financial Analyst
- Assisted Management with the training of new employees
- Maintained 100% on Quality Control evaluations for productivity in call volumes.
- Enhanced the call center environment with new standards of evaluation

The Ritz-Carlton Hotel Spa & Casino San Juan, PR 1998-2000

Front Desk Agent/Front Desk Administrator and Night Auditor

- Supervised the reservation, registration and cashiering functions of the Front Office computer system
- Knowledge of both rooms and hotel facilities and vicinities
- Providing exemplary customer service insuring a comfortable and enjoyable stay.
- Facilitated and scheduled staff, planning meetings for conventions
- Interviewed and trained new hires
- Audit the daily operations of the Hotel, Spa and the Casino independently

EDUCATION

Bachelor Degree in Business science and Psychology.

Central Methodist University Maryland Heights, Missouri 5/6/2010-Present

Associates Certificate – Airlines and Tourism

Bank and Commerce Institute Rio Piedras, Puerto Rico 1989-1990

MASTERCARD SPONDSORED TRAINING

- GCMS Tactical Release
- Change Point
- BSA & Transfer/Conversion
- Process Training CIS Level I
- The Exchange 101-GSC Workplace
- MDS tactical Training Authorization
- Money Send
- CIS Connectivity & File transfer I
- CIS Level II Settlement
- CIS Level II Add new Processor
- CIS Dates for GSM Change
- Change Owner & Manager Process
- Intermediate Credit Alternative
- Authorization Billing, Clearing
- Debit 101
- Operations Profile System
- Project Manager Training
- MDS Database Forms
- Real Time Fraud Scoring
- GCMS Level Training
- CIS Settlement training
- CIS Level II Clearing Training
- CIS Debit Project
- CIS 101 Best practices
- Loyalty Part 2
- Currency Conversion