AnnMarie

# Address | Phone | E-Mail

# Objective

I am bringing to your attention my skills, achievements, and abilities, to secure a challenging position to further advance my career.

# Experience

## *Mountain Bank*, *Retail Branch Administration* *August 1, 2016-Present* *Customer Relationship Support*

* + - * Serve as a Client Relationship Support Specialist to the Executive of Retail Banking and Retail Regional Managers.
			* Responsible for meeting the servicing needs and expectations of the large Corporate, Real Estate and Business Banking division.
			* Tasked with accurate performance reporting, analyzing account reporting, and preparing account reviews for retail branch personnel.
* Schedule client and internal staff meetings for regional executives
* Strong knowledge in bank operations in New Account opening processes to ensure accurate and complete

documentation/information accounts or problem resolution as needed

* Knowledge and understanding of Know Your Customer (KYC/USA Patriot Act and OFAC regulatory) Environments such as X-pert AML Application.
* Meet clients face to face, over the phone, and via email to discover financial needs by promoting and identifying opportunities for product, service, or recommendations
* Handle client’s queries related to various banking transactions such as wire transfers, misc. debits/credits, account maintenance, stop payments by utilizing internal and external systems and tools
* Provide comprehensive analysis and thorough supporting documentation associated with BSA and AML findings and proactively engaging in audit planning, follow up, verification of issue closure.

## *Mountain Bank, Blue Branch* *July 2012-July 2016*

***Teller II (PT)***

* Handle monetary transactions through the Jack Henry & Associates SilverLake System.
* Knowledge in bank policies, procedures, and regulations.
* Communicated and built rapport regularly with clients to build client relationship.
* Communicate with co-workers and coordinate to create an efficient work environment.

# Education

## Florida International University Expected Graduation: December 2019

Bachelors in Arts – Interdisciplinary Studies

# Skills

* Cash handling skills.
* Microsoft Word, Excel, and Power Point proficient.
* Self-motivated, fast learner, and detail-oriented.
* Strong people skills.
* Problem-solver.

# Languages

* Strong verbal and written communication in both English and Spanish

**Blake**

Address **|** Phone Number| Email Address

**SUMMARY**

Motivated and reliable professional with a proven record of going above and beyond to meet the goals of the employer. Ability to work well in a high-pressure environment and consistently meet all deadlines.

**EDUCATION**

Glendevon High School June 2016

 ***High School Diploma (3.7 GPA)***

Florida International University 2016 – Present

 ***Bachelor of Arts in Interdisciplinary Studies with a Certificate in Retail Marketing Management***

**EXPERIENCE**

Jackson Center Human Resources Department

***Human Resources Intern III***

* Ensuring all employee related areas were properly maintained.
* Conducting continuous walk through and report findings to HR Director
* Assisting Human Resources Generalist in benefits administration and employee enrollment.
* Updating employee healthcare census for annual review
* Updating spreadsheet to track unemployment benefits.
* Completing on-boarding paperwork including I-9s and W-4s; Responsible for orientation and company IDs.
* Maintaining discretion with highly confidential information.

Alexander Brown Medical Center

***Front Desk Receptionist***

* Facilitated effective communication between patients and members of the primary healthcare team.
* Conducted telephone appointment bookings and logging calls onto the system.
* Handled repeat prescriptions, checking name and addresses and then giving them to patients.
* Organized and booked transport and interpreters for patients as required.
* Consulted with patients about their complaints in accordance with practice protocols.

**VOLUNTEER**

Jackson Church on the Hill 2014 – 2016

**Lead Usher**

**SKILLS AND QUALIFICATIONS**

* Society of Human Resources Management (SHRM) Student Member
* Alpha Beta Zeta Scholar
* Trilingual in English, Spanish and Haitian Creole
* Proficiency in Microsoft Excel, Word and PowerPoint
* Proven reliability to maintain confidentiality and professional discretion

**Carolina**

**Dedicated – Creative – Organized**

Address | Email Address **|** Phone Number

**Personal Summary**

As a budding professional, I am organized, quick to learn, and intrigued by the levels of interaction in Miami-Dade County bureaucracy. I hope to make a difference, while also challenging myself, to become a procurement agent. I am an experienced leader, as well as a patient follower, and personable.

**Education**

*Florida International University, Miami, Florida* 2015 – present

Bachelor of Arts in Interdisciplinary Studies.

Expected to graduate in Summer 2020.

*St. Mary High School, Miami, Florida* 2009 – 2013

Graduated with the Super Intendent’s Diploma of Distinction.

Member of National Honor Society and Tri-M Music Honor Society.

**Experience**

**Key Holder** *- Bed, Bath and Beyond, Kendall, FL* 2019

* Worked first as a sales associate before being promoted to management.
* Offered customers excellent service while catering to their home and body care inquiries.
* Identified a customer’s wants, needs, and preferences and successfully secured taking sales from the floor to the register.
* Delegated assignments to associates.
* Trained new hires to be successful sellers.
* Oversaw and executed overnight floor sets proficiently.
* Experienced in navigating a point of sale system as both an associate and manager.
* Navigated projected sales, conversion, and selling statistics.

**Sales Associate** *- Kohl’s, Oakland Park, FL* 2018

* Worked on a team, and solo, providing excellent customer service in multiple departments. Proficient with a point of sale system.
* Familiarized with products, how to sell them, and who their target consumers are.

**Barist*a -*** *Books A Million, North Miami, FL* 2014 – 2015

* Worked on a team, and solo, preparing drinks, food, and offering excellent service.
* Executed proper sanitation and upheld standards of cleanliness.

**Data Entry Specialist -** *Global Enterprise, Fort Lauderdale, FL* 2014

* scanned, printed, and organized documents.
* Organized information in Excel.

**Carolina page 2**

**Skills**

* Fluent in Spanish.
* Conversational fluency in French.
* Classical vocalist.
* Proficient in Microsoft Office.
* Touch typist at 70 words per minute.

**Personal** - *Activities*

* Chorus. (14 years)
	+ Directed performances, choreographed, section leader, student conductor, secretary of high school Show Committee.
* Private classical voice lessons. (4 years)
* Theatre tech. (3 years)

**Dominique**

Address | Email Address | Phone Number

Greetings! I am a senior enrolled at Florida International University with a major in psychology and a major in Interdisciplinary studies. Additionally, an experienced event staff worker seeking a position in the field of entertainment, social media, offices, and/or full-time travel opportunities etc. Currently studying social-global psychology where I can apply my knowledge and skills for continuous improvement. I have obtained 8 years’ experience with Microsoft word and have a passion for graphic design/writing/data entry. My largest passion is human interaction and serving those in-need.

**Work Experience**

**Youth Tutor/Mentor/Admin. Assistant** June 2019 – Present

Urban Youth Center – Broward/Dade County, FL

* 1-on-1 academic services for at-risk youth in South Florida.
* Hour-long sessions of reading and math plus application of positive re-enforcement strategies.
* Organization of lesson plans, inventory of supplies/materials, and submission of mandatory session reports and logs.
* Organize parent-contact log info and mentor/student engagement. Youth engagement and education from kindergarten to 8th grade.

**Social Media Manager** November 2018 - June 2019

Invest in Her Co. - Broward County, FL

* Manage social media page with proper content for specific niches.
* See work and generating key words for audience scaling.
* Overview insights and engage with followers consistently.
* Create content and digital artwork for updates and promos.

**Event Specialist** February 2018 - September 2018

Global Event Agency - Fort Lauderdale, FL

* Greeted guests, signup/check-in/assist team with materials set-up.
* Assist client with event set-up/breakdown.
* Supervise parties and crowd (including children).

**Education**

BACHELOR OF ARTS – Psychology/Interdisciplinary Studies 2017 - 2020

Florida International University

ASSOCIATE OF ARTS – General Psychology 2015 - 2017

Broward College

**Skills**

* Social Media Manager
* Youth Mentor
* Online Marketing,
* Team Building
* Microsoft Office
* Creating Content
* Graphic Design

**Awards:** FIU Writing Opportunity Grant, August 2018/ FIU Senior Opportunity Grant, May 2018

Ellen

Address

Phone number | Email address

**EDUCATION**

**Florida International University Miami, Florida**

*Bachelor of Business Administration May 2019*

*Major in Marketing 3.0 Major GPA*

Relevant Coursework: Introduction to Business, Microcomputer Application for Business, Statistics, Marketing Research, Public Speaking.

**PROFESSIONAL EXPERIENCE**

**Alex King State Senate Campaign Miami, Florida**

*Canvass Team Leader/Election Day Leader* September 2018 – November 2019

**Michael Diaz State Senate Campaign Miami, Florida**

*Canvass Team Leader/Election Day Leader* February 2017– April 2017

* For election day, successfully led and managed a group of 30 individuals, coordinating logistics with the Field Director and Campaign Manager
* Throughout canvassing process, supervised a group of 20+ walkers and assisted in strategic planning and payroll.
* As assistant of Field Director, I was able to accomplish walking 100,000 homes in 3-month period, a first for a State Senate campaign.

**Independent Party of Florida Miami, Florida**

*Regional Field Director November 2017-November 2018*

* Managing a large group of workers in the South Florida region.
* Assigning their tasks and weekly goals with strategic planning and analysis.
* Daily excel sheets with group performance recorded.
* Calculate hours and payroll for region.

**Enterprise Car Rental Miami, Florida**

*Campus Ambassador/ Representative January 2017- June 2017*

* Preparing and presenting to a large group of people in classrooms explaining the brand and its services.
* Promoting Zipcar in popular areas around campus and through social media

**SKILLS, ACTIVITIES & INTERESTS**

**Languages:** Spanish (Native), English (Fluent)

**Leadership Experience:** Sigma Delta Fraternity, Florida International University

 Finance Committee Nov 2017- Nov 2018

· Allocated funds for events ranging from leadership workshops to formal events.

· Collected membership dues during 2 semesters for over 80 members totaling $30,000 to $32,000.

· Formalized 20 different professional events, booked venues for 15 different social events.

**Mastered Skills:** Marketing, Customer Service, Data management, Microsoft Office (intermediate), Microsoft Excel (intermediate)

Federico

Address | Phone Number | Email Address

|  |  |
| --- | --- |
|  | Education |

## High School Diploma | Morant Bay Highschool

## 2010 – 2014

## Graduated with Honors

## Member of Interior Design Club (4 years)

## Associate in Arts Degree | Broward College

### 2015 – 2016

## Bachelor of Arts Degree | Florida International University

### 2016 – 2020

* Liberal Studies Major (Business, Law, Society track)

|  |  |
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|  | Experience |

## Administrative Assistant | Proper Paper Source

### AUG 2016 – JUNE 2019

Efficient support for workplace. Communicated effectively via phone and email. Maintained inventory up to date. Handled all shipment documentation as well as logistics coordination. Responsible for employee payroll.

## Instructor | Fast Lane Elementary

### NOV 2015 – MAY 2016

Supervised children from ranging from pre-K to fifth grade. Tutored with daily homework as well as create activities for after school programs. Safely monitored food consumption and attentive to any medical background.

**Hostess | Emerald Lounge**

FEB 2015 – SEPT 2015

Greeting incoming and departing guests warmly. Escorted to assigned dinning area, present menus, and be attentive to customers needs.

**Concession Stand | Royal Winter Park**

SEPT 2014 – JAN 2015

Hardworking concession stand worker with outstanding customer service record and strong multitasking abilities. As well as operating cash register; handling money quickly and accurately. Worked several other positions such as box office or party coordinator.

|  |  |
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|  | Skills |

|  |  |
| --- | --- |
| * Fluent in Spanish
* BLS certified
* Strong conflict resolution
* Social media savvy
 | * Extensive experience with MS office, OSX, Google apps
* Positive
* Excellent customer service
 |

|  |  |
| --- | --- |
|  | Volunteer |

**CCD Teacher Assistant | St. Catherine Church**

2010 – 2014

* Assisted with monitoring children
* Helped with daily activities and lectures
* Safely returned to guardians
* Helped with yearly fair fun raiser

**Gary**

Address / Phone Number

Email Address

**Education**

 **Florida International University, Miami, Fl** May 2020

 **Bachelor of Biological Sciences**

 **Bachelor of Interdisciplinary Studies**

 **Minor in Psychology**

**Experience**

***FIU Chemistry Research Assistant, Fall 2016-Spring 2017***

* The research lab studies the climate change effect on amphibians in South America.
* Responsible for keeping track of all research materials.
* Upheld a log for the research dissertation data.
* Developed quality control procedures for the data input.

***Teacher’s Assistant: White Hall School, Fall 2018-Present***

* Teacher’s assistant in lower elementary classes as well as pre-school.
* Planning age-appropriate lessons.
* Organizing and implementing activities for children.
* Assisting children with homework.
* Establishing an engaging and caring environment for each child.

***Camp Counselor: White Hall School, Summer 2018, Summer 2019***

* Chaperoning children on various trips.
* Teaching students different age-appropriate content.
* Insuring the safety and security of the children in the facility.
* Teaching children how to swim.

***Phi Delta Nu: Class Treasurer, Spring 2017***

* Responsible for collecting the class fraternity’s money.
* Arranged and oversaw fundraisers to donate money to Nicholas Children’s Hospital.
* Worked alongside the fraternity’s Finance Team.
* Managed the finances in an excel worksheet.

**Leadership and Certifications**

* Phi Delta Nu Treasurer 2017
* Phi Delta Nu Class Member 2017-2018
* STEM Saturday Volunteer 2017-Present
* CPR Certified 2017-Present

**Skills**

* Fluent in English and Spanish, moderate in American Sign Language.
* Proficient in Microsoft Office including Word and Excel.
* Excellent written and verbal communication skills.

**Gary page 2**

* Responsible and efficient.
* Creative and adaptable.
* Time management.
* Organizational skills.

**Hector**

Address• Phone Number • Email Address

**Education**

**Miami-Dade College, Miami, FL** December 2014

Associates of Arts: Pathway to Chemical Engineering

**Rogers High School Miami, FL**  June 2010

High School Diploma

**Florida International University** EGD: May 2020

Bachelor of Arts in Liberal Studies, Minor in chemistry

**Experience**

**Broward County Public Schools, Broward, FL February 2016 - May 2019**

*Substitute Teacher*

* Instruction of Kindergarten-12th grade (all subjects)
* Maintain established routine of the school and classroom procedures in which assigned
* Encourage development of students in thoughtful, caring, and professional manner
* Maintain orderly classroom with an environment that is ideal for teaching and learning
* Specialize in experience working with at-risk and special-needs students

**Miami-Dade College Fall 2014 – December 2014**

*College Tutor – Mathematics, Biology*

* Advised as an individual tutor by simplifying both mathematics and chemistry problems, while coaching students to think critically to solve problems
* Able to navigate students with computational problems ranging in complexity of simple trigonometric to advanced algebraic problems
* Spearheaded student performance and communicate results of the lessons
* Engineered different learning techniques to convey science & math concepts to students

**South Florida Health Services June 2019 – August 2019**

*Youth Care worker*

* Administered direct supervision of children in care, lessened child conflict
* Headed oversight during recreation time, mealtime, relating time, school time and play time.
* Assist during transition and movement of children from one activity to the next and one physical location to another.
* Established the UC case file and ORR Database in accordance with ORR policies and procedures.
* Interact with children in an appropriate manner set forth by the ORR policies and procedures.

**SKILLS\_\_\_\_\_\_**

Bilingual in English and Spanish. Intermediate proficiency in Microsoft Word, PowerPoint Excel

Isabelle

Address | Phone Number | Email Address

# Objective

Florida International University student seeking a position that will allow the use and growth of administrative skills, interpersonal abilities and career advancement.

# Education

**Bachelor of Arts | Expected: December 2019 | Florida International University (FIU)**

* Major: Interdisciplinary Studies
* GPA: 3.4/4.0

# Work Experience

**Billing Workflow Analyst | BillsRUs| May 2019 – Present**

* Manage inventory workflow for the billing team.
* Provide training, support, and technical assistance to billing department and clients on workflow and form functions.
* Oversees daily data operations of inventory entry processes. Works with multiple departments, including clients to resolve issues related to Inventory Assignments and Status Reports.
* Create electronic billing face sheet batches daily and assign them to internal and offshore team.
* Provides weekly status report to clients.
* Assists management with special projects as needed.

**Guest Experience Game-day Staff | Hanover Stadium | June 2018 – Present**

* Set up all activation spaces around the stadium.
* Oversee and operate Miami Dolphins activations on game days.
* Provide a high-quality customer service interaction with all guests to enhance the entertainment experience.

# Skills & Abilities

* Fluent in Spanish
* Proficient in Microsoft Office: Word, Excel, PowerPoint
* Organized, detail oriented and able to multi-task in a high volume, fast-paced environment.
* Able to enter data at a fast pace with accuracy.
* Knowledge of HIPPA regulations

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| --- | --- |
|  | Address – Telephone -- email |

Jacques

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| Experience | Mayl 2019- Present Guardian Life Mira, FL**Data Entry/ Processing Clerk** * Process Mail, Fax and phone orders on ePost and CarePlus
* Meet daily quotas of processing 650 Over The counter ( OTC) Prescriptions .
* Process Monthly and quarterly prescriptions for Careplus Member
* Scan Daily 125 Mail Orders for Working At Home( WAH) co-workers
* Verify and update member contact info before processing

October 2018- January 2019 Burger King at Global Response Fort Lauderdale, F.L.**Customer Care Supervisor** * Supervising eighteen (18) Customer Care Agents.
* Taking Supervisor’s call for kudos or customer complaints.
* Coaching sessions for Customers Care Agents depending on their quality scores.
* Coaching sessions for Customers Care Agents concerning excessive use of personal time.
* Managing agents’ daily attendance and average handle times.
* Creating tickets for Content Management system (CMS) and system issue to the IT Department.
* Approval/denial of customer refund or reshipment at no cost to customer.

June 2018- October 2018 Startegic Academy at Global Response Fort Lauderdale, F.L.**Customer Care Agent*** Assist parents/legal guardians registering their students for online public school.
* Create and issue temporary passwords when an account is locked on Connexus.
* Verify documents that were uploaded in the Pre-approved Stage for Connection Academy in order to move to the next stage of registration.
* Verify if account has an Enrollment/Placement Specialist, Special Education Director for Student with Individualized Education Plan (IEP)/ 504.
* Create Issue Aware for missing material/equipment, changes of address.
* Created data corrections for misspelled names, changes of address, email and telephone numbers.

2016 – 2017 Big City Management LLC Corporate Office, Middletown N.Y.**Administrative Assistant/HR Clerk*** Answers multi-line telephones takes accurate messages, and screens/directs telephone calls in a professional manner.
* Set up appointments for interviews, meetings, etc.
* Process weekly payroll for over 200 employees, in an accurate and timely manner in the absence of the Payroll Manager.
* Develop and maintain electronic documents filing system (i.e., HR Files, Contract Files, Vendor files, etc.)
* Maintains personnel files in an organized and accessible manner to include updating information along with filing correspondence and other related information in a timely manner.
* Coordinates all clerical aspects of Human Resources Management
* Performs other related HR duties as assigned.

2007 – 2016 Charleston Services, Inc. at U.S. Military Academy West Point, N.Y.**Administrative Assistant*** Answering incoming phone calls in a timely and professional manner and forwarding to requested individuals.
* Set up appointments for interviews, meetings, etc.
* Track and submit employee weekly time sheets for payroll processing.
* Responsible for all clerical aspects of the operation.
* Ordering supplies and producing purchase orders.
* Coordinates with HR department to maintain employment records.
 |
| Education | 2019 – Present Florida International University (FIU) Miami, Fl.* Working towards bachelor’s degree

2006 – 2013 Dutch Community College Pough, N.J* Associate Degree in Liberal Arts and Science

2003 - 2006 Kingston Academy Newburgh, N.Y.* Diploma
 |
| Skills | Microsoft Office (Word, Excel, PowerPoint), Mac Proficiency Paychex Preview and Paychex Flex software qualify.Connexus , Content Management system (CMS), Dynamics 365. Careplus and ePost  Fluent in English, French, and Haitian Creole |

 Conversational in Spanish and Italian

‍‍Katherine

[Address, City, ST ZIP Code] | [Telephone] | [Email]

**Objective**

Talented, dedicated, motivated, and highly trusted individual. I want to take on more challenges with the experiences already have to excel and reach my full potential in my career field.

Education

High school diploma| june 1, 2015 | nova high school

2015-2016 | broward college

Major in Biological sciences/ Pre-Medical/ Pre-Professional Sciences.

Minor in Psychology and Business y

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**2017-Present | FLORIDA INTERNATIONAL UNIVERSITY**

Major in Biological sciences/ Pre-Medical/ Pre-Professional Sciences.

Minor in Psychology and Business

Experience

**AFTERCARE COUNSELOR | SUNSET CHILDCARE PROGRAM | NOVEMBER 2017 – PRESENT**

* Helped students with homework.
* PATH based activities throughout the week for ESE, Pre-K, Kindergarten and first grade.
* Arts and Crafts based on seasons, holidays, events etc.
* Helped with dismissal of students and front desk duties.

Cashier | MACY’s | october 2016- NOVEmber 2017

* Expert worker at the Check-out cash counter, and provide excellent service to the customers
* Offer Kohl’s Credit cards to customers and reward card applications; and have a 95% success rate in customer accepting to apply for either one.
* Maintain a very neat & clean work area; and ensure that the store is neat to protect the company’s image.
* Place items customers did not want in their proper place.

intern | FORT LAUDERDALE VIP access | january 2015- present

* Organize and set up list of events to attend for the Public Relations (PR) manager.
* Send email request for events for the PR manager to cover and write articles about.
* Expert clerical skills, with great time management and organizational skills.

**TEACHER’S ASSISTANT | BRIWN HIGH SCHOOL | 2010-2015**

* Help mediate students that had prior disputes.
* Help file, organize, and grade paperwork for teachers and office administrators.

**Toys R US | Cashier | November 2015- January 2016**

* Novice to intermediate worker at the Check-out counters and provides excellent service to the customers.
* Help file, organize, and grade paperwork for teachers and office administrators.

skills

* Great communication, research/ analysis, and organization skills.
* Great with children and adults.
* Proficient in Microsoft Words, Excel, Publishers & Outlook
* Great leadership skills, with promising personality and attitude
* Expert in time management, team work and customer satisfaction
* DCF 40 Hours certified.

Communication

* Fluent in 3 languages: English, French and Creole and currently learning Spanish.

community involvement

* Captain of the dance team at Serano High School
* President of the Glee club - which is a modern day chorus - at Serano High School.
* Member of the National Student Honors Society,
* Member of the Drama Club
* Crew leader at Hills Vacation Bible School
* VBS occurs every Summer since 2013
* Helped set up the church for VBS for Pre-school students to 5th grade and take them to their destinations/ activities throughout the day.
* Interact and communicate with the parents about their children.