

SABRINA F. PAZ

Client Management

7335 Spindletop Drive, Corona, Ca 92881

[T] (951) 220-2568 [E] sabrinapaz162@gmail.com

Objective Methodical, detail-oriented professional looking for an administrative position. Adept at providing office support and employee management coordination with a focus on team leadership, analysis and customer/client care

Skills

- Strong Customer Relations Skills
 - Management and Basic Accounting Skills
 - Advanced Computer Proficiency
 - Time Management and Organizational Skills
 - Report Writing and Development
 - Administrative/Clerical Duties
 - Logistics/Shipping/Tracking Knowledge
 - National/International Container Shipping
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Experience *LESSO America* Corona, California *July 2015 – Present*
Customer Service Manager

- Management experience overseeing employees in multiple National locations. Optimize all site procedures to ensure high team performance as well as work with individual team members to increase daily goals. Monthly meetings with other departments to maximize work process and cost control. Process purchase requisitions for company supply through multiple vendors. Event planning coordinator with guests up to 100
- Client relations which include but not limited to processing new orders, follow up on purchase orders, tracking, data entry, invoicing/credit memos and RMA requests and approvals, keep constant communication with clients via email, telephone, and fax. Conflict and resolution, as well as assist with logistics and accounting department in vendor payment and billing and international shipping documents to Mexico and Canada

Target Norco, California *January 2013 – June 2015*
Front Lane Manager/Logistics

- Duties which included managing and overseeing all transactions, supervise 20+ employees at one time, guest service assistance, conflict and resolution, cash handling, team member recognition and discipline, open and close out registers, as well as maintain sales volume and new credit/debit applications.
- Logistic duties included assembly line worker, pallet building and pulling, PDA/LPDA knowledge, inventory control, and pulling products to the floor.

GreenRidge Enterprise San Bernardino, California *August 2012 – January 2013*
Administrative Assistant

- Office assistant which included answering phones on a 12-line system, data entry and filing, interacting with clients and building portfolios, obtaining home lien information through county records and foreclosure reports, court runner, appointment and meeting setting, Microsoft Suite knowledge, and updating current status of houses and clients.
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Education *Associates Degree in Criminal Justice* *November 2011*
Kaplan College Riverside, California

High School Diploma *June 2009*
Centennial High School Corona, California

References Furnished upon request