

Brenda Romo

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Summary:

Customer-focused leader with an 8-year track record of success in demanding administrative roles within government operations and the fast-food industry. Proven ability to increase public satisfaction and streamline operations by implementing robust data management, inventory control, and quality assurance protocols. I am a skilled team leader often recognized for defusing challenging situations and consistently contributing to a more efficient and productive environment all while keeping an honest smile from ear to ear, enjoying life (including working)!

Work Experience:

Administrative Assistant | County Buildings | Los Angeles, CA Jan. 2023 – Dec. 2024

- Provided comprehensive administrative support within a fast-paced government office, ensuring efficient daily operations and public service.
- Managed and organized critical documents, records, and confidential files, maintaining 100% accuracy and compliance with county regulations.
- Streamlined public inquiry processes, improving response times by 15% through efficient information retrieval and communication.
- Assisted with scheduling meetings, appointments, and managing calendars for department staff and officials.
- Handled a high volume of incoming calls and correspondence, providing accurate information and directing inquiries to appropriate departments.
- Processed various forms and applications, ensuring completion and adherence to established guidelines.
- Utilized Microsoft Office Suite (Word, Excel, Outlook) daily for document creation, data entry, and communication.

(PIC) Person In Charge | Manager | Subway | Redding, CA Jan. 2022-Jan. 2023

- Managed daily restaurant operations, consistently achieving high customer satisfaction through efficient service and quality control.
- Reduced food waste by 10% through meticulous inventory management and accurate ordering.
- Ensured 100% adherence to health and safety standards, maintaining a clean and compliant environment.
- Processed daily cash transactions, consistently balancing registers with 100% accuracy. *

Resolved customer inquiries and escalated issues promptly, maintaining positive customer relationships.

(PIC) Person In Charge | Manager | Subway | Lake Elsinore, CA May 2019- Dec. 2021

- Oversaw all aspects of daily restaurant operations for three years, ensuring consistent smooth workflow during assigned shifts.

- Opened the store 5 days a week, implementing efficient opening procedures that ensured

readiness for daily business ahead of schedule.

- Trained and mentored a team of 7+ members, improving sandwich preparation efficiency and customer service delivery.

- Managed inventory levels and placed orders, preventing stockouts and optimizing product availability.

Shift Leader | Carl's Jr. | Lake Elsinore, CA May 2016 – Jan. 2019

- Supported the management team in overseeing daily restaurant operations, ensuring operational efficiency and customer satisfaction.

- Provided direct leadership and guidance to a team of 7+ crew members, fostering a collaborative and productive work environment.

- Maintained stringent food quality and adherence to company standards, resulting in positive customer feedback.

- Processed customer orders and payments with 100% accuracy, handling an average of 100+ transactions per shift.

- Executed comprehensive closing procedures, ensuring restaurant security and readiness for the next business day.

- Participated in inventory management processes, contributing to accurate stock levels and reduced shrinkage.

Skills:

- Administrative Support: Document Management, Records Management, Calendar Management, Data Entry, Office Organization, Correspondence Handling, Meeting Coordination, Public Inquiries

- Software Proficiency: Microsoft Office Suite (Word, Excel, Outlook)

- Operations Management: Inventory Management, Cash Handling, Workflow Optimization, Quality Control, Store Opening/Closing

- Customer Service Excellence: Conflict Resolution, Customer Relations, Issue De-escalation, Service Delivery

- Leadership & Team Development: Team Supervision, Training & Mentoring, Performance Management, Team Collaboration

- Compliance & Safety: Government Regulations, Confidentiality, Health & Safety Standards,

Record Keeping

- Core Competencies: Problem-Solving, Time Management, Attention to Detail, Communication
(Verbal & Written)

Education:

GED | Grays Harbor County, WA Awarded 2017