

Company: Corporate Information Technologies Charlotte, NC

1998-2004

Project: Business management

Duties: Financial duties included using Quickbooks in performing accounts receivable, accounts payable, invoicing, purchasing, payroll, establishing credit limits of customers, and filing taxes. Incorporated, licensed, and legalized the company for tax and payroll purposes. Managed and expanded the company's bank and investment funds. Established and maintained paper and electronic filing system for record-keeping purposes. Operational duties included working with customers to design service contracts, scheduling consulting service, handling customer issues, enforcement of third party warranties, and general office management duties. Provided sales support by taking care of customer requests, quoting products, and closing orders. HR duties included creating and maintaining the manuals for all HR, admin, and inventory management processes. Supervised a staff of full-time employees, part-time employees, and subcontractors. Set up and maintained health insurance, IRA, and employee benefits systems.

Project: Business services analyst.

Implementation: Met with customers to analyze consulting service needs. Developed and negotiated custom contracts that maximized company profitability while meeting customer specifications. Educated and trained employees on customized contracts.

Project: Design and development of CRM, time tracking, and documentation systems.

Implementation: Analyzed the information needs for internal operations and external customers as it related to billing, reference, and documentation. Developed database and website using SQL, PHP, and HTML to interact with customers, technicians and administrative staff. Determined and enforced permissions, secure user logins, and site usage tracking. Developed reports that produced real-time billing information, technical documentation, and customer historical information.

Project: Creation of profitability analysis.

Implementation: Provided annual analysis of the most profitable services and products provided to determine direction of services for company to offer. Trended for services that would increase in popularity in the upcoming year to provide for recommendations on personnel training.

SKILLS

Software: MS Windows, Linux, Mac OSX, MS Office, StarOffice, QuickBooks, Antivirus software, Citrix, Lotus Notes, Visio
Languages: HTML, PHP, conversational Spanish
Databases: SQL, MS Access
Certifications: PHR Certified, NC Real Estate Broker-in-charge

EDUCATION

1995-2000 UNC Charlotte Charlotte, NC

Majors: Small Business Management, Finance, and Business Law

GPA: 3.8/4.0 – Summa Cum Laude