

Objective

Dynamic and results-oriented professional with extensive experience in administration management, customer service, and financial operations. Seeking a role in administration or customer relations where I can leverage my expertise in financial reporting, payroll management, and client retention to support organizational growth.

Professional Experience

Administrative Assistant *(Fully Remote Position)*

Excel HOME Solar — St. Petersburg, FL
September 2020 – November 2023

- Collaborated with the CFO to manage payroll, calculating weekly employee wages, commissions, and bonuses.
- Handled the onboarding process for new hires, including background checks and licensing applications.
- Managed customer billing, processed credit card payments, and maintained financial records.
- Developed, updated, and distributed profit and loss (P&L) reports to assist in financial planning and analysis.

Director of Operations *(Fully Remote Position)*

Excel Network LLC — St. Petersburg, FL
May 2018 – August 2020

- Designed and implemented standard operating procedures for regional sales and marketing teams across seven states.
- Led company operations remotely, overseeing administrative and financial tasks including payroll management and data reporting.
- Conducted leadership training sessions and collaborated with management teams to enhance operational efficiency.
- Introduced new data analysis models in Excel, improving business performance and strategic decision-making.
- Fostered client relationships and ensured seamless communication across all departments.

- Ensured compliance by monitoring agent-to-client communication and providing feedback for improvement.
- Delivered weekly data analysis presentations to the board of directors and agent leadership for performance optimization.
- Designed training materials, including PowerPoint presentations, for new hire programs.
- As Executive Administrative Assistant, compiled metadata from multiple sources to create detailed reports in Excel for production analysis.
- Conducted financial analysis, forecasted business outcomes, and managed ongoing P&L reports.
- Coordinated payroll processing and collaborated with HR on employee onboarding.
- Developed and authored comprehensive procedural handbooks for training administrative staff on the operation of financial tracking and projection tools, utilizing advanced Excel spreadsheet functionalities for accurate reporting and analysis.

Skills

- 10+ years of call center customer and client service/support, telesales, and client retention
- Proficient in Microsoft Office (Excel, Word, PowerPoint)
- Expertise in Remote Management and Team Leadership
- Advanced Payroll and Accounting Management
- Strong Analytical and Problem-Solving Abilities
- Detail-Oriented with Excellent Organizational Skills
- In-depth Knowledge of Customer Service/Relations (Remote & In-House)

Education

Northeast High School — St. Petersburg, FL
SPC (St. Petersburg College) — St. Petersburg, FL

Languages

English

References

Joshua Scoles — 727-426-9356
Jonathan Behrle — 727-334-9376
Terry Coletti — 727-641-9052