

**Paula Stanberry**  
5466 Wauchula Court \* Orlando, FL 32839  
(407) 300-6568  
[Pstanberry20@gmail.com](mailto:Pstanberry20@gmail.com)

### *Summary of Qualifications*

Over 18 years in professional business administration experience. Excellent office management skills, highly trained in workforce development, talent acquisition, business development and customer service. Proficient in Microsoft Office program and proficient in the use of all office equipment. Cheerful personality, excellent communicator, team player and proven leader.

### *Work Experience*

#### **Computer Lab Attendant**

City of Orlando, Orlando, FL

2012 - Current

- Assist registrants with resume and whatever challenges they may have on the computer.
- Observe and report progress on each registrant daily.
- Responsible for inputting data in the system for lab usage.
- Attend mandatory meeting monthly.
- Perform other related duties as required.

#### **Assistant Manager**

Labor Finders, Orlando, FL

2007 - 2012

- Prescreen all applicants daily to review their qualifications for open job orders from employers. Enter all applicants into the E-Verify system to confirm employment eligibility.
- Conduct daily orientation and safety trainings for all workers scheduled for dispatch.
- Daily dispatch qualified workers that meet the needs of the employers.
- Maintain excellent partnerships with employers and develop new business relationships with potential employers.
- Manage daily all aspects of the office activity including processing and filling job orders, scheduling and dispatching employees, processing payroll and dispersing checks to employees responding to initial unemployment claims and scheduling employee's unemployment hearing, handling all workers compensation cases and providing office reports to management.
- Provide guidance and assistance to management on establishment of new ideas, opportunities, upcoming events, and special emphasis programs structured for success of the business.
- Maintain employee records, manage accounts receivables, and handle all bank deposits.
- Oversee all basic filing and maintenance of the office and office equipment.

#### **Administrative Professional Assistant**

Stock Building Supply, Orlando, FL

2004 - 2007

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Trussway, Orlando, FL

2000 - 2004

- Assist with new hire on boarding and conducted orientation and training.
- Greet the public and referred them to the appropriate staff member, answer phone, route calls.
- Created and revised systems and procedures by analyzing operating practice, recordkeeping systems, forms control, office layout, and personal requirements, implementing changes.
- Type and word process documents as needed.
- Prepare all blueprints for the engineering department to be processed.

- Resolve administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions.
- Maintain inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies, verifying receipt of supplies.
- Update and maintain mailing lists.
- Facilitate truck driver with deliveries and supplies.
- Assist with various programs operations as requested as responsibilities permit.

### **Customer Service Specialist**

Time Warner, Orlando, FL

1999 - 2000

- Responsible for taking incoming calls in a call center.
- Assist customer with general inquires and billing questions.

### **Receiving & Dispatching**

First Union, Orlando, FL

1998 - 1999

- Responsible for receiving and dispatching mail to be coded.

### **Customer Service Specialist**

AT&T, Jacksonville, FL

1988 - 1998

- Answer all inbound & outbound calls from varies projects in a high demand call center.
- Provided information by answering questions and request.
- Audit employee calls for quality control.
- Conducted customer service skills training.
- Other duties as assigned.

### ***Education and Certifications***

Ribault High School, Jacksonville FL - Diploma

Florida College of Medical & Dental Careers, Jacksonville, FL

State of Florida Notary Public

Quality Control Certification