

REGINA SPENCER

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Over 16 years of managerial experience: financial, business & office management. Great work ethic, self-motivated individual who prides oneself in customer relations and public image. Dedicated and loyal individual who seeks to exceed all company expectations. Excellent customer service skills, strong planner and readily adapts to change. Numbers driven, ability to handle multiple priorities and meet tight deadlines and love a challenge. Certified in Customer Service and received extensive training in Executive Leadership and Strategic Planning.

SUMMARY OF QUALIFICATIONS:

Business Management	Financial Management	Office Management
Corporate Administration	Accounts Receivable	New Employee Indoctrination
Proposals/Letters of Interest	Accounts Payable	Benefits Administration
Staff Management	Payroll	Office Equipment
Data Entry/Typing	Timesheet Management	Time Management
Multi-tasking	Customer Service	Filing

Software: Client Bookkeeping Solutions, Advantage – Deltek Accounting Software, Microsoft Word, Excel, Access, PowerPoint, Corel Draw, Microsoft Office, Microsoft Publisher, Microsoft Outlook.

WORK HISTORY:

CITY OF ORLANDO – BPO Orlando, FL

05/2016 – Present

EMPLOYMENT OFFICE MANAGER: Serve as Employment Office Manager responsible for all facets of the daily operation of the Employment Office including supervising a staff of 3, overseeing computer lab utilization, monitoring, employment referrals, managing the job order process, Microsoft Access database administration, contractor compliance reviews and special assignments. Prepare and submit project budgets as requested. Verify contractors' workforce utilization and compliance with Policies and Procedures regarding Living Wages and Responsible Contractor's Policy. Prepare monthly project reports utilizing Microsoft Excel Spreadsheets, Microsoft Access Database, B2G Now Online System and LCP Tracker Labor Compliance Online System. Serve as a primary point of contact for Minority & Women owned business, local and small businesses and local community-based organizations interested in information and involvement in the project. Coordinate and conduct community outreach meetings to inform the public about the Project Office and employment and training opportunities related to the project.

BGF CONSULTING LLC Orlando, FL

02/2016 – 05/2016

GENERAL OPERATIONS MANAGER: Temporary assignment through Manpower. Serve as FDA Compliance and Regulations Coordination as well as Coordinator to support Director of Business Development, oversee administrative duties, supervise administrative staff and interns, assist with company website, creating company bio's, improving social media sites, creating and posting information to social media accounts to create new business, research, typing of correspondence, creating reports, calendar management, office management, database management, office supply management, massive company mail merges/mail outs to potential clients, vendor management, posting advertisements and reviewing resumes through applicant pro, assist with answering phones, scheduling meetings, coordinating daily/weekly staff assignments and assisting with the start up of BGF Institute and recruitment.

BOYD CIVIL ENGINEERING, INC. Orlando, FL

05/2015 – 09/2015

EXECUTIVE ADMINISTRATIVE ASSISTANT: Provide high-level administrative support to President and Vice President by conducting research, preparing statistical reports, handling information requests and performing clerical functions such as preparing correspondence, document management, filing, billing assistance, timesheet management, supply management, front office management, database management, answering phones, construction administration, scheduling meetings and calendar management.

CAREERSOURCE CENTRAL FLORIDA Orlando, FL

04/2009 – 05/2015

TEAM SUPERVISOR/PROJECT COORDINATOR: Assist Team Manager in promoting CSCF's programs and services with Central Florida businesses. Evaluate, analyze, plan, implement, track and manage special projects of varying length, purpose and complexity while conducting these assignments in a manner that allows the Team Manager to meet performance goals and objectives in an efficient and timely manner. Seek input on special projects from all appropriate individuals and entities, including CSCF staff, the organization's mandatory partners, and community based organizations, the general public and training vendors. Assist in coordinating projects with programmatic and administrative support staff and external entities as assigned to make best use of company resources. Assists in the development of strategic and technical plans and budgets required to complete assigned projects. Coordinate and conduct initial and periodic administrative meetings of all appropriate staff to discuss the project plans, MIS issues and progress. Develop mechanisms to track the implementation of each special project and distributes appropriate project management reports outlining the implementation, status updates and resulting outcomes. Represents company as assigned to gather information and participate in relevant project management discussions. Management of Career Specialist staff within two offices oversaw timesheet submittal of participants and staff, worksite monitoring and client retention, career guidance, job matching and recruitment. Program administration creating reports, typing correspondence, scanning documentation, reviewing data entry of staff, filing management, conflict resolution, providing administrative assistance to upper management, calendar management, database management, managing support services and issuance of scholarships/incentives to program participants. Conducted on-boarding/new hire paperwork for program participants and conducted employment and career counseling, referrals to training providers.

MILLER EINHOUSE RYMER &BOYD, INC. Orlando, FL

08/1998 – 12/2008

Civil Engineering & Landscape Architects

ASSOCIATE/ACCOUNTS MANAGER/OFFICE MANAGER: Responsibilities: 2001 - 2008 - Financial Administration: employee timesheet management, payroll/payroll deduction management, monthly billings, accounts receivable, accounts payable, reconciliation of checking and money market accounts, preparing budget analysis, personal time off management, expense reports, company credit card management, contract management, project numbering administration and major purchasing management. 1998-2001 - Office Management: New employee indoctrination - Benefits: administration of group medical and dental plans as well as administration and monitoring of company 401k plan. Office Management: maintained corporate files; maintained correspondence distribution accuracy, managed receptionists' daily activities, holiday decorations, company parties, inventory of supplies. Administration: typed correspondence/reports, created project schedules, graphs and spreadsheets, timesheet records, vacation and sick leave, filing, faxing and answered phones.

EDUCATION:

PENN STATE UNIVERSITY

State College, PA
Business Administration

ORLANDO COLLEGE

Orlando, FL
Accounting