

Adamaris Ramírez

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Administrative Assistant

- Excellent public relation skills; energetic; able to perform well in dynamic and fast paced environments.
 - Outstanding organizational skills
 - Well versed in all Microsoft Office Programs
 - Fluent in Spanish and English
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Professional Experience

City of Orlando, Florida 3/2014 – Present

Families, Parks & Recreation Department – Seasonal

- Assisting with clerical duties of average complexity to the director's and fiscal offices
- Shadowing current executive assistant to the director and covering during their personal leave
- Managing the director's calendar and scheduling her meetings along with the office staff alike
- Systemizing current and past grants back-up paperwork
- Assisting in organizing senior staff

Orange County Government, Florida 1/2013 – 8/2013

Division of Building Safety – Permit Analyst (Contract – Sunrise Staffing)

- Assisting customers by phone and in person with their permit needs
- Issuing sub-permits, scheduling inspections, addressing inquiries
- Assisting with clerical duties of average difficulty
- Assisting in organizing the division's procedures for new contract employees
- Training new contract employees at the phone bank level

City of Orlando, Florida 5/2012 – 1/2013

Families, Parks & Recreation Department – Seasonal

- Assisting with clerical duties of average difficulty for the Mayor William Beardall Senior Center
- Handle all rental contracts of facility and revenue paperwork
- Assist with event planning for senior programs and sponsored events
- Oversee seasonal staffs daily operations

City of Orlando, Florida 7/2007 – 11/2011

Families, Parks & Recreation Department – Administrative Receptionist

- Handle reports, take minutes, create fliers and update webpage
- Assisting by phone and in person; offering general information and orientation of city services
- Scheduling and managing senior staff's calendars
- Conduct new hire paperwork process for Recreation Division
- Manage all documents and assist with planning for annual golf tournament fundraiser
- Assist Athletics Office with Youth Sports programs and rentals

Washington Mutual, Apopka, Florida 11/2006 – 5/2007**Teller**

- Fast-paced, high-volume, face-to-face customer contact
- Processing customer financial transactions
- Identifying and selling WaMu products and services beneficial to the customer's needs
- Address customer questions and concerns and refer to appropriate internal resources
- Stays updated on new products and services and maintain awareness of current fraud alerts

Omni Home Care, Orlando, Florida 7/2005 – 7/2006**Office Clerk/Scheduler**

- Assisted all office staff with general clerical duties of average difficulty
- Answered multiple phone line, ordered supplies, managed and created marketing materials
- Supported patient record maintenance and gave general customer service to patients over the phone

CDI Business Solutions, Orlando, Florida 9/2004 – 3/2005**Associate Recruiter – National Recruiting Organization EAST**

- Reviewed multiple resumes on a weekly basis
- Pre-qualified potential candidates and gave general customer service assistance
- Verified and validated all considered candidates' references
- Conducted internet research for recruiting staff

Orlando Utilities Commission, Orlando, Florida 5/2004 – 9/2004**Summer Student –Development Services and Commercial Services**

- Clerical duties of average difficulty
- Keeping accounts up to date on the Commercial level
- Assisting with project development, copying, filing and mail out for Development Services
- Giving general office assistance and customer service throughout departments

City of Orlando, Florida 10/1998–6/2003**Office Assistant/Receptionist – Public Works**

- Clerical duties of average difficulty for the Assistant to the Director of Public Works
- Answering phone inquiries for both Public Works department and Consulate and Trade Offices
- Project filing; typed forms, letters and documents
- Greeting visitors to the Consulate and Trade Offices and offering them general information and orientation of local services

Education

ORLANDO TECH – Orlando, FL

Administrative Assistant Certificate, 6/2004

- Microsoft Certified Application Specialist
- Certified Administrative Professional
- Certified Professional Secretary