

JHONALDA PENA

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As an accomplished professional with experience in clerical, supervisory, and customer service roles, I am known for my unwavering attention to detail, exceptional organizational abilities, and an unwavering commitment to delivering outstanding customer service. I thrive in dynamic work settings, effortlessly exceeding expectations by offering efficient and personalized solutions. Customer satisfaction is my top priority, and I am wholeheartedly dedicated to driving organizational success through my work.

EXPERTISE

- Strong communication skills, collaborating effectively with colleagues in supervisory or support roles.
- Bilingual proficiency in Spanish and English
- Extensive customer relations background
- Proficient in Microsoft Word, Office, Excel, Yardi, Outlook, PowerPoint, and QuickBooks.
- Strong organizational proficiency with exceptional filing abilities, skilled in handling confidential paperwork and delivering accurate and prompt phone messages.

WORK EXPERIENCE

LOGISTICS COORDINATOR

S & P Global | Remote

FEB. 2023- JUN. 2023

- Coordinated and managed logistics operations for efficient and timely movement of goods and materials.
- Planned and scheduled shipments, considering cost, transportation modes, and delivery requirements.
- Collaborated with suppliers, carriers, and internal teams to ensure smooth logistics operations.
- Monitored and tracked shipments, resolving issues or delays to ensure on-time delivery.
- Maintained accurate records of inventory, shipments, and logistics activities.
- Managed import and export processes, ensuring compliance with customs regulations.
- Optimized logistics processes to minimize costs and improve operational efficiency.
- Developed and maintained relationships with logistics service providers and vendors.
- Identified and implemented improvements to logistics procedures and systems.
- Ensured compliance with logistics and transportation regulations and standards.

MEDICAL CASE MANAGER

Favorite Staffing

APR. 2022- DEC. 2022

- Setup and teardown/cleanup workstations at days's end.
- Greet and direct guests (offer coffee, water, ect. and prepare it for guest if needed.
- Register visitors upon arrival. Create name badge.
- Verify visitors entering have a badge.
- Greet guest as they arrive for vaccinations, swabs, and or health screenings.
- The generalist's primary responsibility will include patient/guest intake.
- Delivery of meals or other necessities to guest rooms when necessary.
- Record patient data in the host OTI system.

DEVELOPMENT COORDINATOR

Islamic Relief | Remote

FEB. 2022-APR. 2022

- Actively engaged in the identification, cultivation, and management of major and minor gifts from donors
- Developed and maintained strong relationships with a diverse range of current and prospective donors.
- Effectively aligned the philanthropic interests of donors with the mission and goals of Islamic Relief.
- Proactively sought out and engaged potential donors within the community to expand the organization's donor base.
- Collaborated closely with the development team to devise and implement comprehensive strategies for donor engagement and fundraising success.
- Kept abreast of industry trends and best practices in donor cultivation and stewardship, continuously enhancing knowledge and skills.

WORK EXPERIENCE (CONT.)

ACCOUNTS PAYABLE SPECIALIST

Livingston Management Services |

JAN. 2020- OCT. 2021

- Conducted thorough review and verification of invoices and check requests with exceptional attention to detail.
- Proficiently sorted and matched invoices for timely and accurate payment processing.
- Efficiently entered invoices into the system, ensuring data accuracy and maintaining a streamlined workflow.
- Skillfully researched and resolved invoice discrepancies
- Maintained organized and up-to-date invoice files for multiple properties, ensuring easy accessibility and efficient record-keeping.
- Effectively communicated with vendors, providing prompt responses to inquiries and maintaining positive professional relationships.

RECEPTIONIST

Phipps Houses New York|

SEP. 2018- OCT. 2019

- Welcomed and greeted customers, providing direction and assistance as needed.
- Entered and filed work orders and lease documents in each tenant's file.
- Answered incoming calls, efficiently transferring calls and taking messages.
- Scheduled work orders for tenants and ensured their completion.
- Coordinated access for contractors requiring entry into tenants' apartments.
- Distributed essential notices to tenants in accordance with guidelines and regulations.

RECEPTIONIST

Gladstone Medical Group|

- Interfaced with a diverse patient population, addressing questions and concerns effectively.
- Communicated with physicians and medical support personnel to meet patient service needs.
- Managed medical front desk operations, handling both computerized and manual scheduling.
- Handled an average of 300 patients daily in a fast-paced healthcare practice.
- Maintained regular communication among patients, staff, physicians, and laboratory personnel.
- Planned and coordinated medical screenings and follow-ups to ensure timely delivery of results.
- Responded to urgent issues to ensure prompt referral for necessary medical care.

REFERENCES

AVAILABLE UPON REQUEST